

The Australian

Property Maintenance Index

Q1/25

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Volume 001

Introduction

Welcome to the Tapi Quarterly Property Maintenance Index. This report gives you a data-driven look at maintenance trends across the property management industry.

Here, we break down the most common maintenance issues over the past year and what they're costing agencies and landlords. You can use these insights to compare yourself to market prices, set expectations with owners, and help them maximise their investment. Stay informed, stay proactive, and take the guesswork out of property maintenance.

How to read the data

This book is divided into five main sections. Each section summarises these key points:

- 1 Average Range of Job Spend**
A breakdown of the most common jobs and the range of costs to repair them.
- 2 Most Common Job:**
Most Common Job for a specific category of maintenance in the last quarter.
- 3 Seasonal Tips & Tricks**
Quarterly guidance and insights to help reduce reactive repairs.

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Plumbing

Our analysis of plumbing maintenance trends in Australia shows a steady increase in costs from February to October, before stabilising towards year-end. Toilet repairs saw the highest costs mid-year, while sink and shower repairs followed a similar upward trend. The average spend ranged between \$179 and \$399, with tap repairs being the most common job.



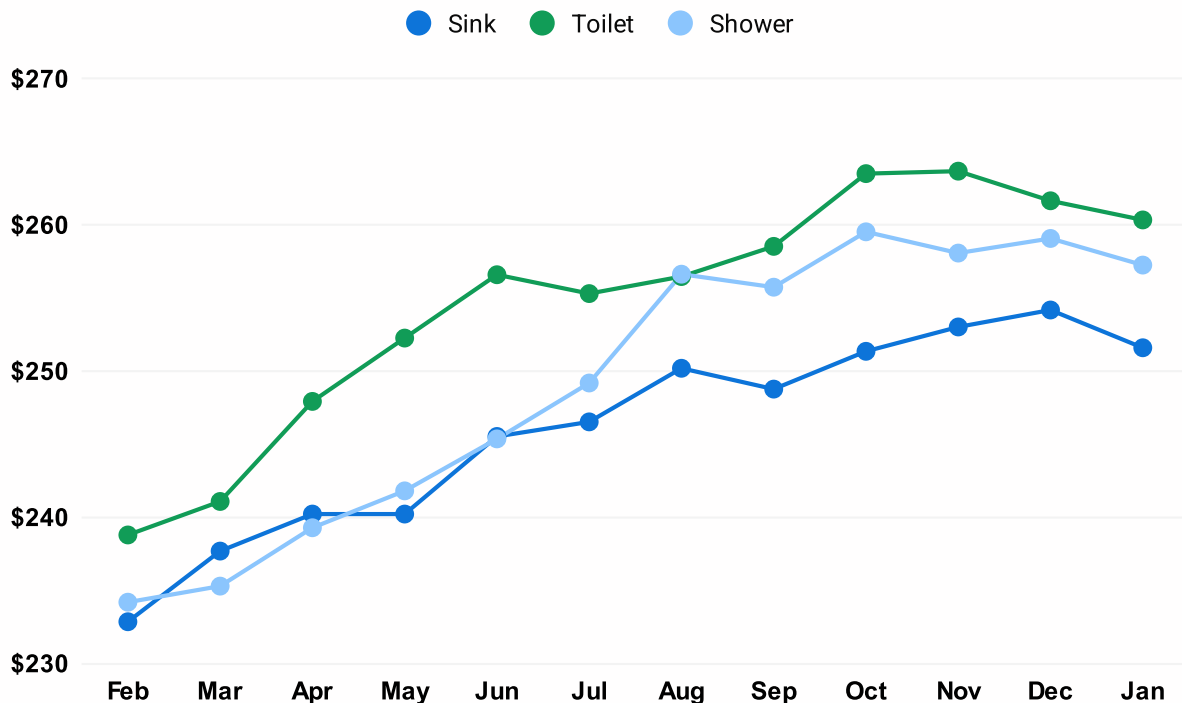
Average range of spend

\$179 - \$399



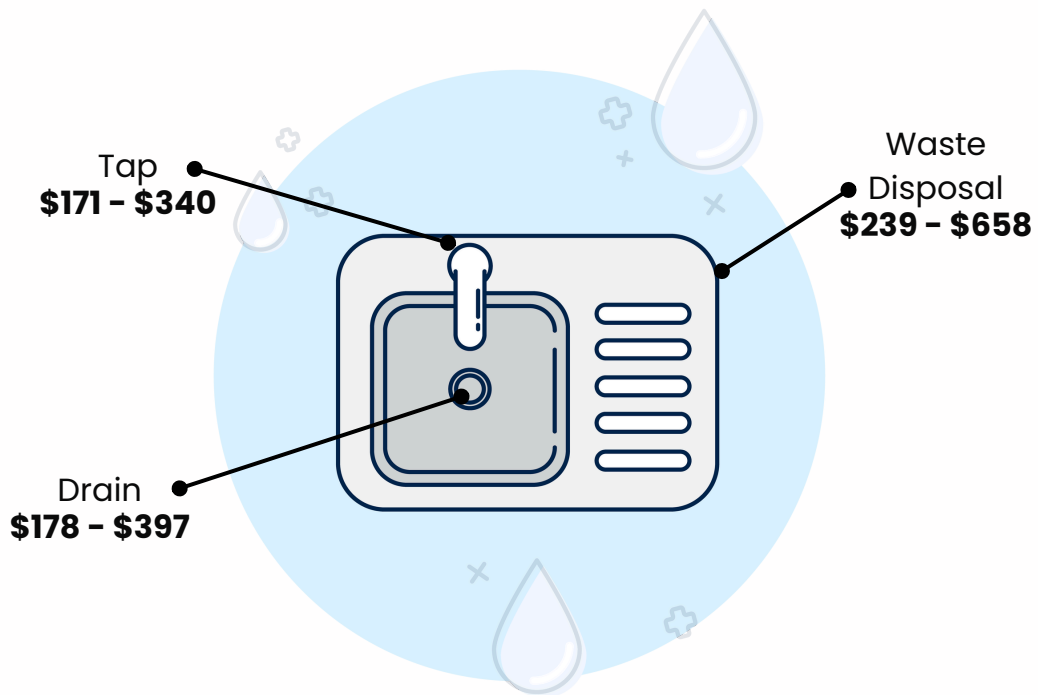
Most common job

Taps



Sink

Average range of spend
\$171- \$347



Tips & Tricks



Rinsing and wiping sinks regularly helps prevent dust and pollen buildup in drains.



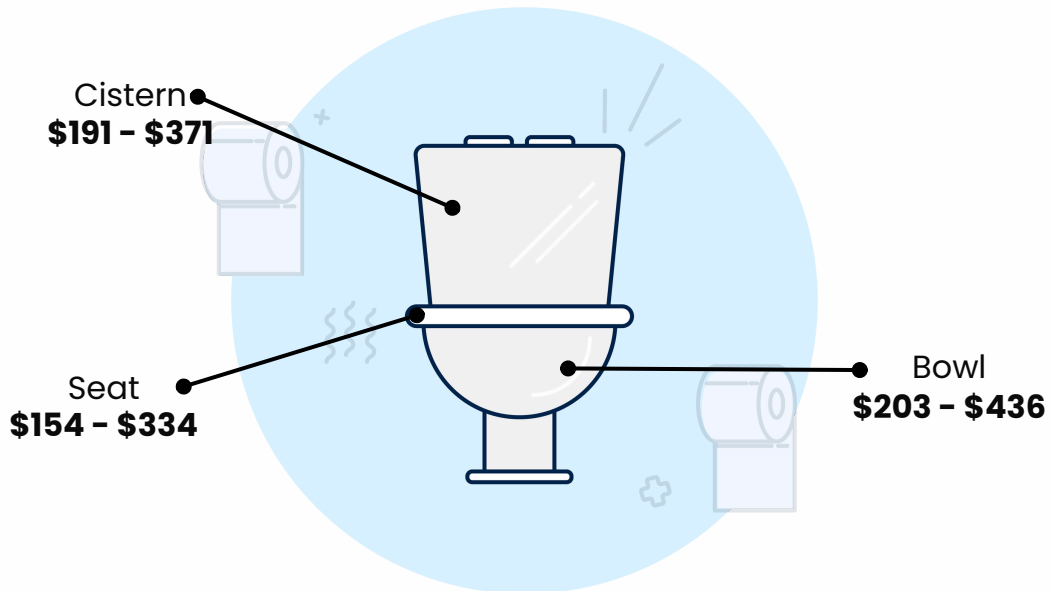
Scraping plates and trays before rinsing helps avoid grease and food scraps clogging the sink.



Running hot water with dish soap clears buildup and helps keep drains fresh.

Toilet

Average range of spend
\$181- \$380



Tips & Tricks



Adding food colouring to the toilet cistern can help detect hidden leaks that waste water and raise bills.



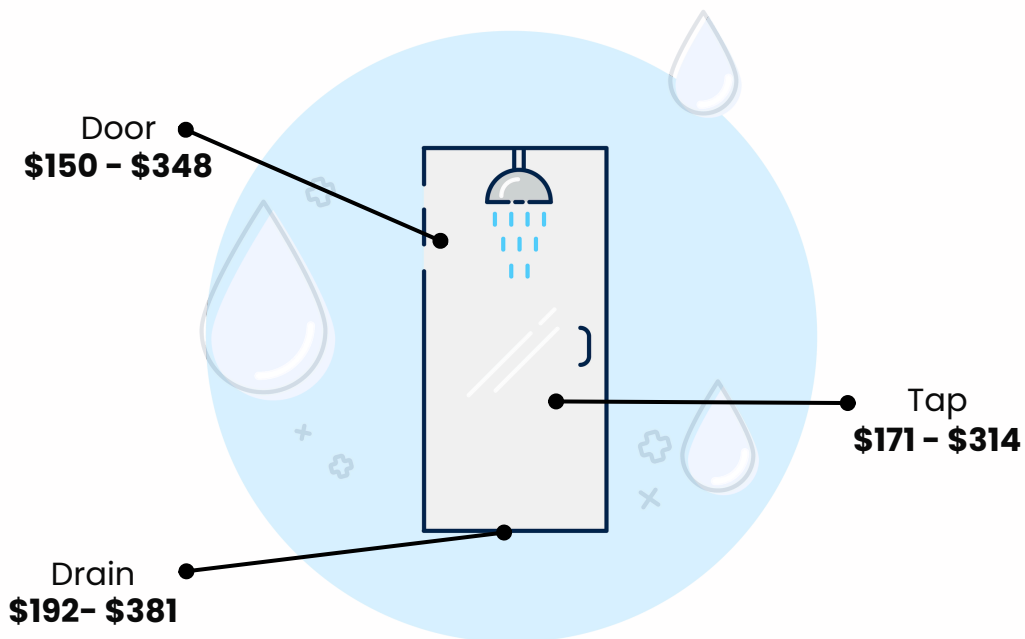
Cooler weather increases bathroom dampness. Wiping toilet pipes and ensuring ventilation helps prevent mould.



Remind tenants to flush only toilet paper—wipes and hygiene products can cause stubborn blockages.

Shower

Average range of spend
\$175 - \$407



Tips & Tricks



Checking for peeling or damaged shower seals helps prevent leaks as temperatures change.



Humidity can cause mould in grout lines. Cleaning with vinegar or grout cleaner helps maintain a fresh, watertight shower.



Removing hair and soap buildup from drains prevents slow drainage, and using a strainer helps catch debris before blockages form.

Appliances

Our analysis of appliance maintenance trends in Australia shows that oven repair costs steadily increased from May, peaking around August before stabilising. Dishwasher repairs followed a similar trend but dipped slightly in October before rising again. Washing machine repairs remained the most affordable, with a slight decline mid-year before rising towards January. The average spend ranged from \$174 to \$675, with dishwasher repairs being the most common job.



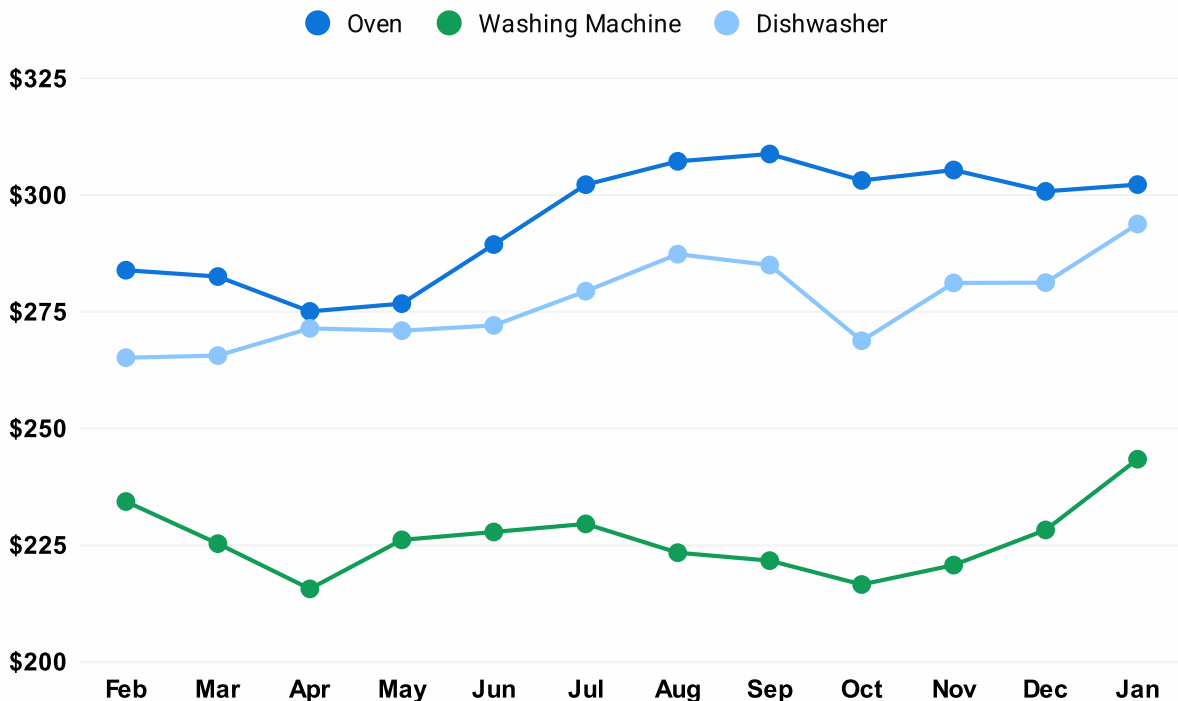
Average range of spend

\$174 - \$675



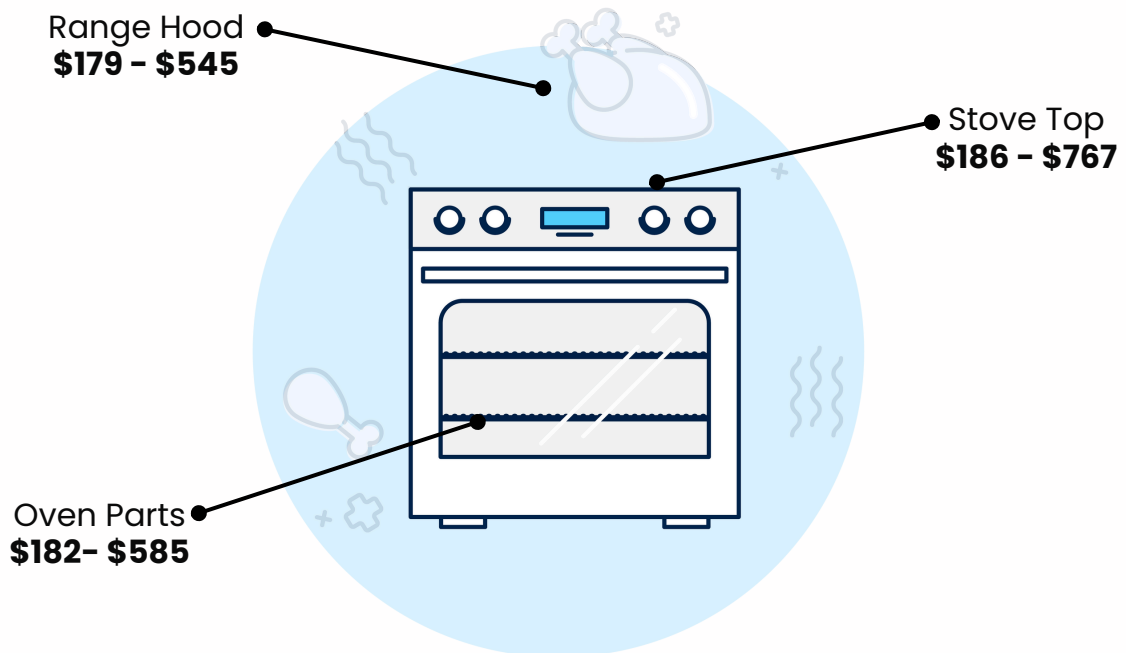
Most common job

Dishwasher



Oven

Average range of spend
\$180 - \$673



Tips & Tricks



Regular oven cleaning helps maintain efficiency, prevent smoke, and reduce lingering odours.



Checking the oven door seal ensures heat stays in, improving energy efficiency for frequent indoor cooking.



Reviewing appliance warranties before peak winter use can help manage repair costs and avoid unexpected replacements.

Washing Machine

Average range of spend

\$164 - \$348



Tips & Tricks



Placing the washing machine on a level surface helps prevent vibrations that can cause wear over time.



Cleaning the washing machine drum, drain pump, and door seal regularly prevents mould, odours, and blockages, ensuring efficient operation.



For vacant properties, turning off the water supply and unplugging the machine reduces the risk of leaks or flooding.

Dishwasher

Average range of spend
\$167- \$796



Tips & Tricks



A worn dishwasher door latch can prevent proper closing, leading to leaks and reduced efficiency.



Checking dishwasher racks for worn coating or broken tines helps prevent rust and damage.



Each month, wipe the door seal, run a hot cycle with a cleaner, and clean the drain filter. Every few months, check the spray arms for blockages to maintain proper water flow.

Structural

Our analysis of structural maintenance trends in Australia shows that flooring repairs had the highest costs, peaking in May and rising again towards year-end. Ceiling repairs followed a similar pattern but saw a decline from mid-year before recovering in December. Door repairs remained the most affordable, with a gradual increase from October. The average spend ranged from \$165 to \$507, with ventilation being the most common job.



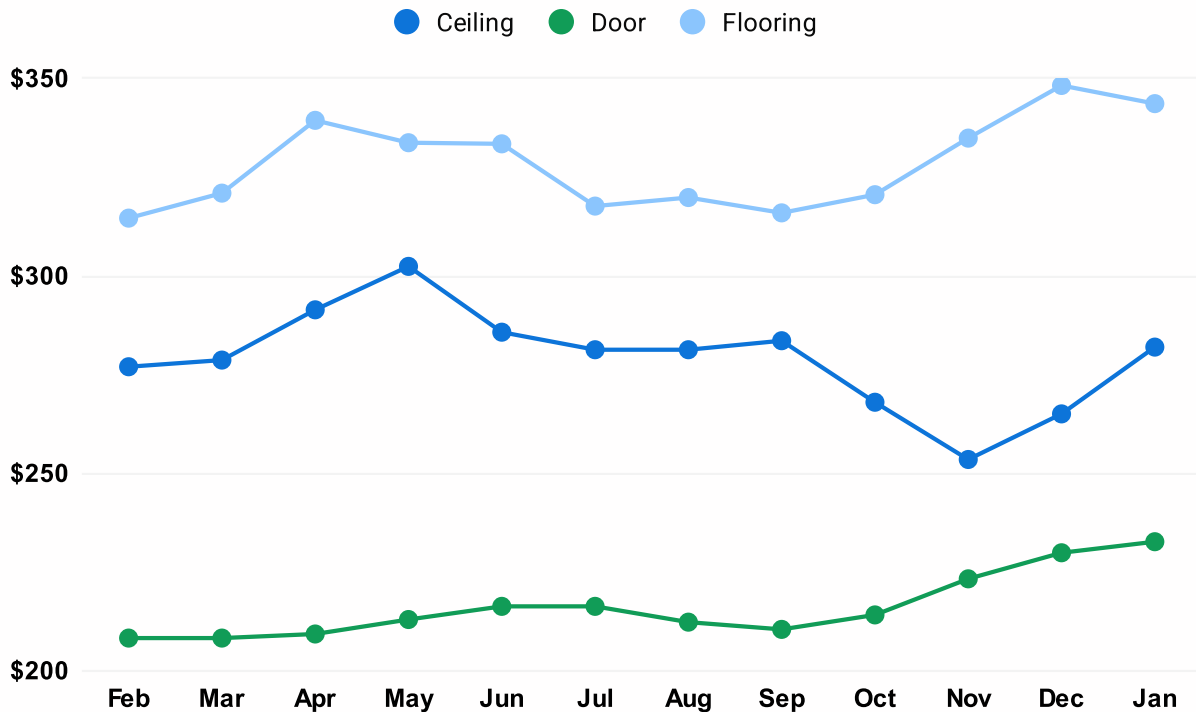
Average range of spend

\$165 - \$507



Most common job

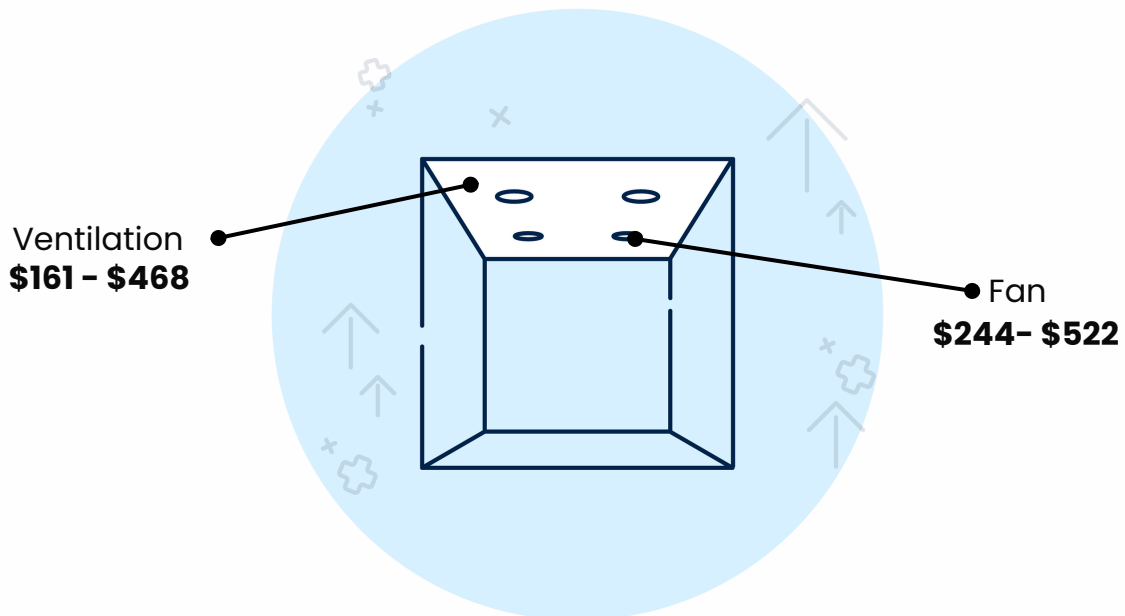
Ventilation



Structural

Ceiling

Average range of spend
\$174- \$560



Tips & Tricks



Remind tenants to use extractor fans and open windows, especially in kitchens and bathrooms. Address mould promptly with a treatment to stop it from spreading and causing health risks.



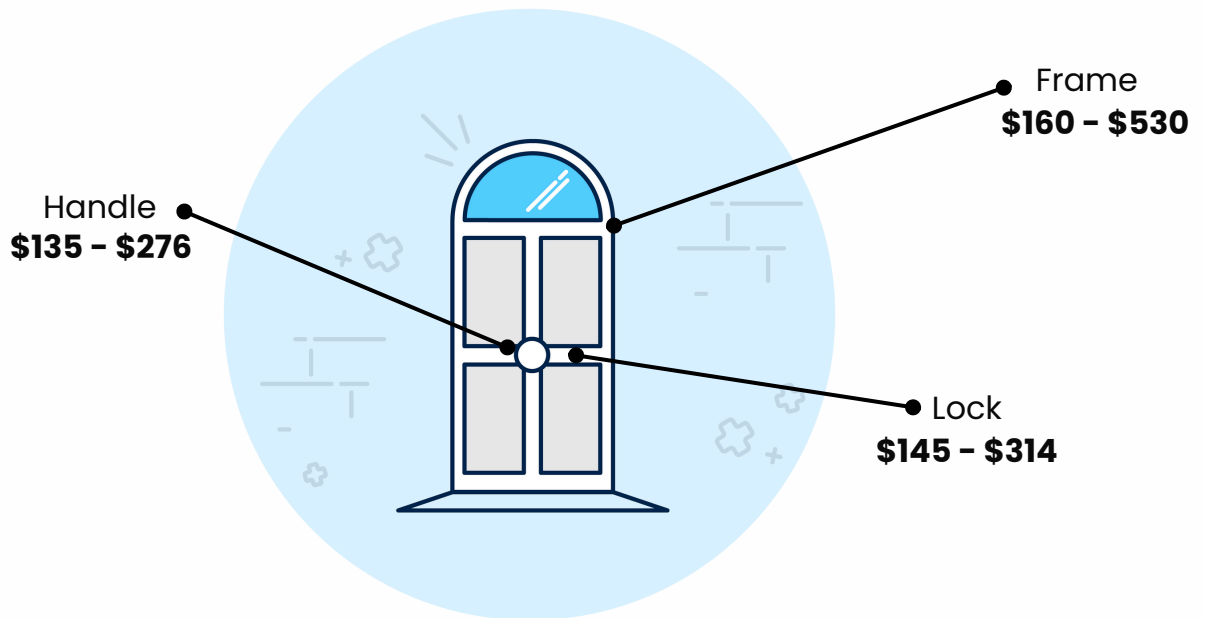
Clean ceiling fans, vents and light fixtures regularly to improve air quality and prevent dust buildup.



Inspect ceilings for cracks, sagging plaster or water stains that may indicate underlying issues.

Door

Average range of spend
\$147 - \$376



Tips & Tricks



Lubricate door hinges, handles and locks to keep them operating smoothly and prevent unnecessary wear.



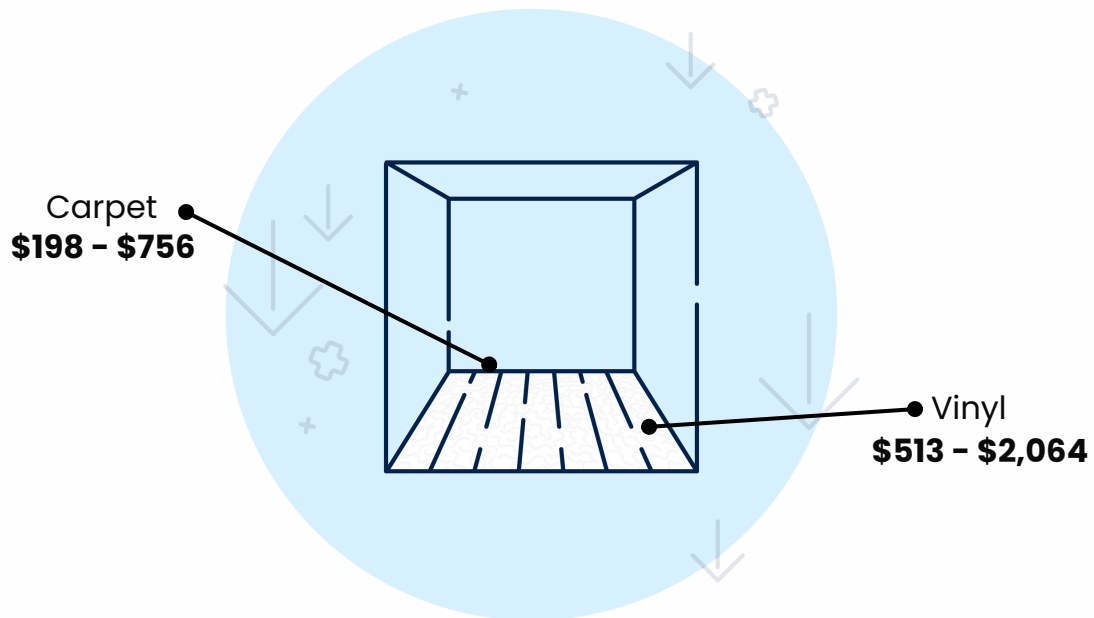
Check seals on timber doors and add weather stripping to improve insulation and reduce drafts.



Install door stops in high-traffic or draft-prone areas to prevent slamming and reduce damage.

Flooring

Average range of spend
\$199 - \$795



Tips & Tricks



Regular vacuuming prevents dirt buildup and extends the life of the carpet.



If considering a replacement, choosing a high-durability carpet extends its lifespan and reduces the need for frequent replacements



Cooler temperatures can cause tile grout to crack—regular inspections and maintenance help prevent moisture damage and costly repairs.

Electrical

Our analysis of electrical maintenance in Australia shows a spike in heater and aircon costs from March to May, followed by a steady decline mid-year. Power and lighting repairs remained relatively stable, with slight increases towards year-end. The average spend ranged from \$172 to \$385, with power point repairs being the most common job.



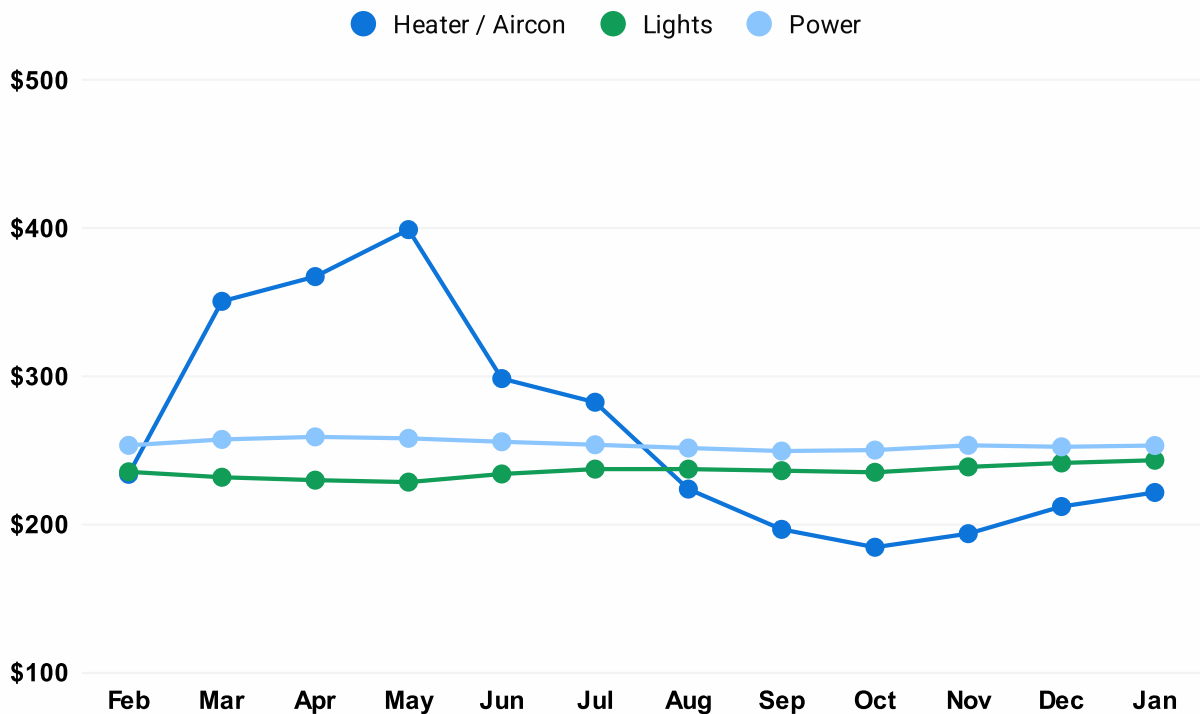
Average range of spend

\$172 - \$385



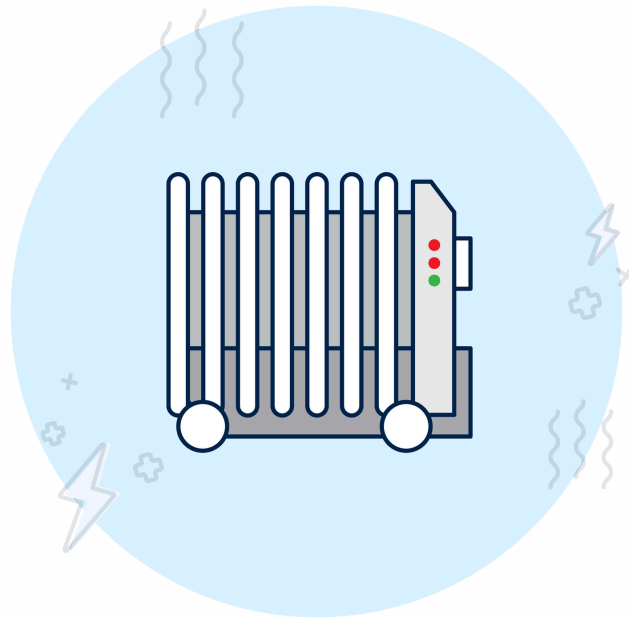
Most common job

Power Points



Heater/Air-con

Average range of spend
\$164 - \$791



Tips & Tricks



Regular cleaning or replacement ensures better airflow and helps prepare systems for increased use in the colder months.



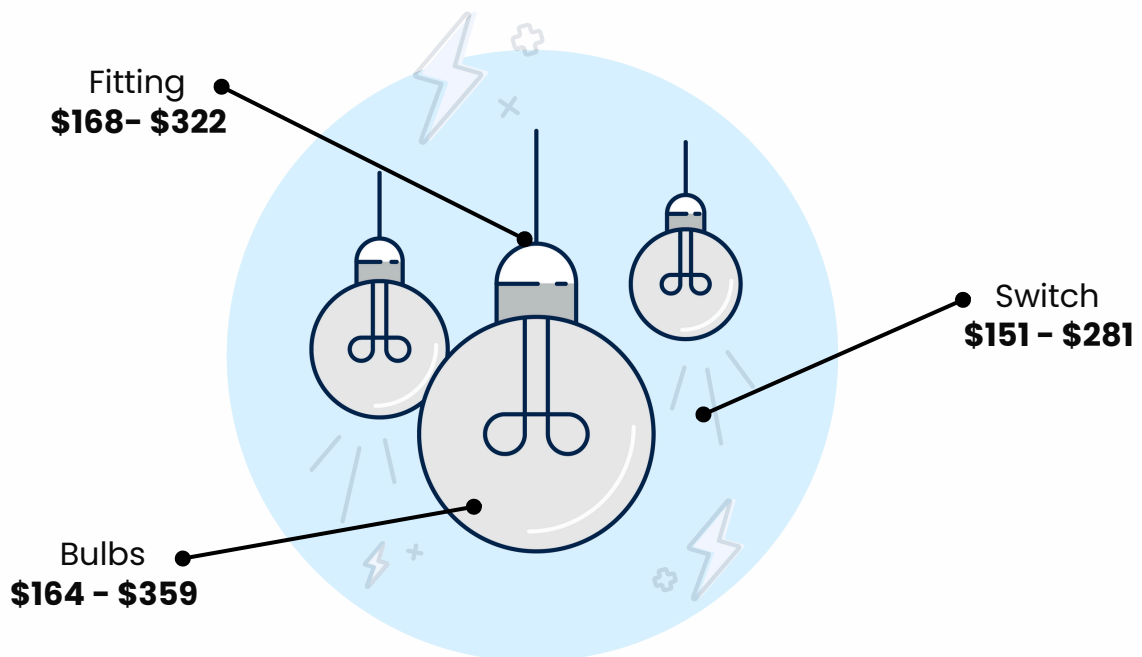
This is the ideal time to service Air Conditioners and gas heaters that haven't been checked in the past 12-18 months. Regular maintenance ensures they run safely and efficiently before winter's peak demand.



If an upgrade is needed, selecting an energy-efficient heating and cooling system designed for Australia's climate can help reduce electricity costs and provide reliable comfort throughout the colder months.

Lights

Average range of spend
\$169 - \$361



Tips & Tricks



Keeping light fixtures clean helps maintain brightness and efficiency. Wipe light fixtures with a dry or slightly damp microfiber cloth to remove dust and dirt.



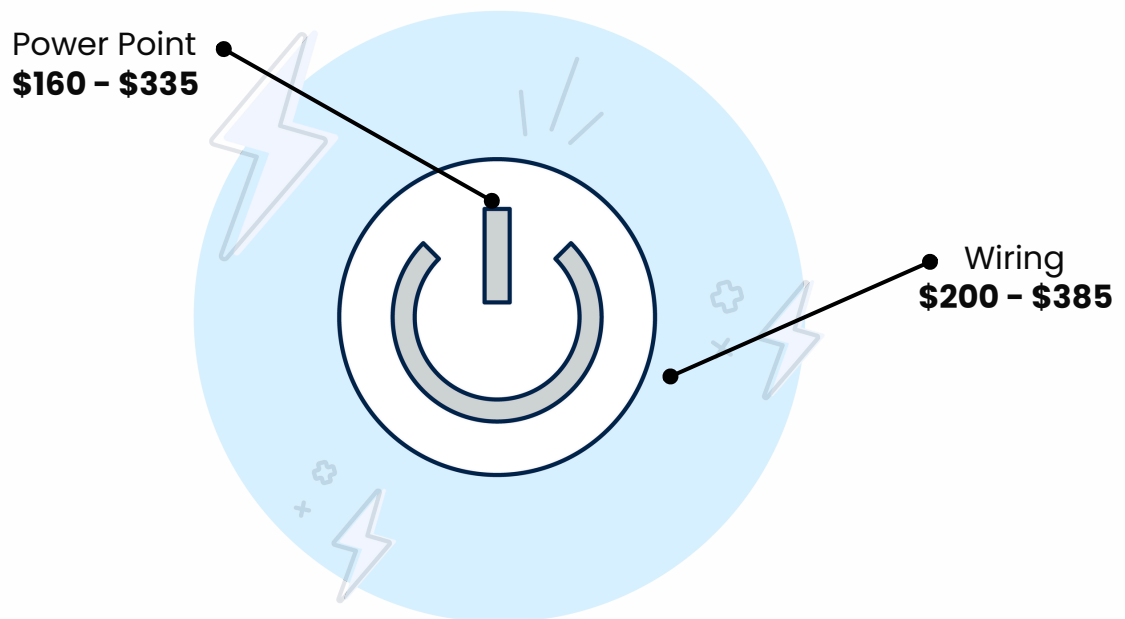
If bulbs are blowing frequently, it may indicate a wiring issue. A licensed electrician can inspect the system to identify faults and ensure the property remains safe and efficient.



Some fittings limit your choice of energy-saving bulbs. When upgrading lighting, consider fittings compatible with LED or other low-energy options to future-proof your home.

Power

Average range of spend
\$174 - \$392



Tips & Tricks



Older homes, especially in coastal or high-humidity areas, may require regular electrical inspections due to aging wiring.



If the property has had leaks or storm damage, an electrician should check for hidden electrical faults to prevent hazards.



Overloaded power outlets pose a fire risk with increased heating use—sharing safety tips helps protect the property and tenants.

With Tapi, you can turn maintenance from a **pain point to a selling point**, know what done looks like, and be the hero to your clients.

➔ Better consult your landlords on essential property assets

➔ Coordinate maintenance quicker

➔ Low-interest, payment plan solution for your landlords



Connected to your tools



About the author



Tal Meser

Tal is the CEO and co-founder of Tapi, the leading maintenance management platform in Australia and New Zealand.

With a background in Artificial Intelligence—well before it became mainstream—he has always been passionate about leveraging technology, data, and process optimisation to drive meaningful change.

Tal wrote his first lines of code at just six years old and launched his first business before his teenage years. Today, he leads the Tapi team in revolutionising maintenance coordination, creating a seamless, stress-free experience that sets a new standard for the industry.



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