

The New South Wales

# Property Maintenance Index

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**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.

# Table of Contents.

<b><u>Plumbing</u></b>	<b>4</b>
<u>Sink</u>	<u>5</u>
<u>Toilet</u>	<u>6</u>
<u>Shower</u>	<u>7</u>
<b><u>Appliances</u></b>	<b>8</b>
<u>Oven</u>	<u>9</u>
<u>Washing Machine</u>	<u>10</u>
<u>Dishwasher</u>	<u>11</u>
<b><u>Structural</u></b>	<b>16</b>
<u>Ceiling</u>	<u>17</u>
<u>Door</u>	<u>18</u>
<u>Flooring</u>	<u>19</u>
<b><u>Electrical</u></b>	<b>20</b>
<u>Heater/Air-Con</u>	<u>21</u>
<u>Lights</u>	<u>22</u>
<u>Power</u>	<u>23</u>
<b><u>About Tapi</u></b>	<b>24</b>

# Plumbing

Our analysis of over 14,000 plumbing maintenance jobs shows a steady increase in costs from February to mid-year, peaking around June. Toilet repairs consistently remained the most expensive, while sink and shower maintenance followed a similar upward trend. A slight dip occurred in July before stabilising in the later months. This data helps property managers anticipate seasonal fluctuations and budget effectively.



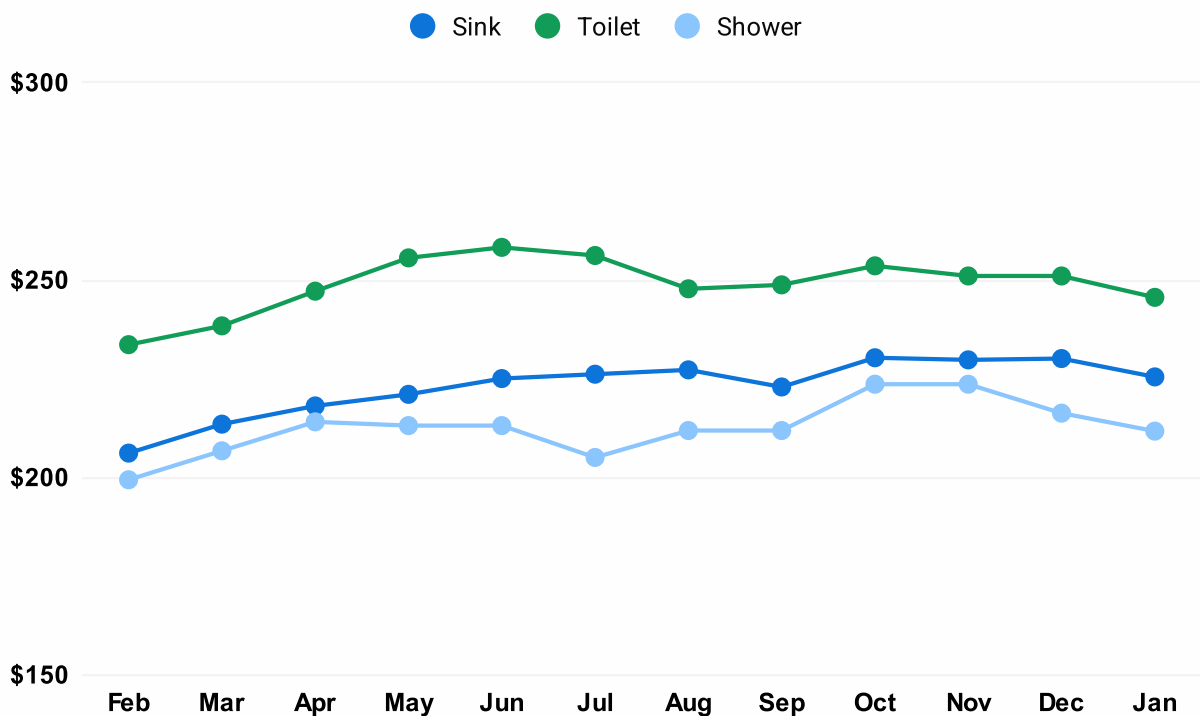
Average range of spend

**\$161 - \$377**



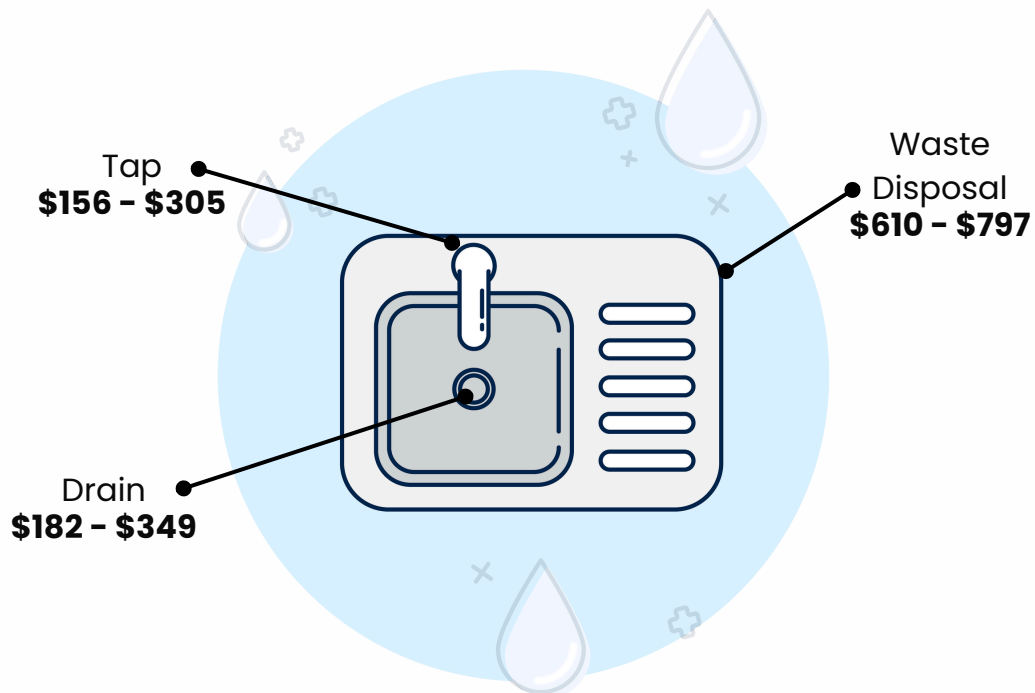
Most common job

**Taps**



# Sink

Average range of spend  
**\$157 - \$313**



## Tips & Tricks



Avoid pouring fats and oils down the sink, as they solidify in pipes and cause blockages. Let them cool and dispose of them in the bin instead.



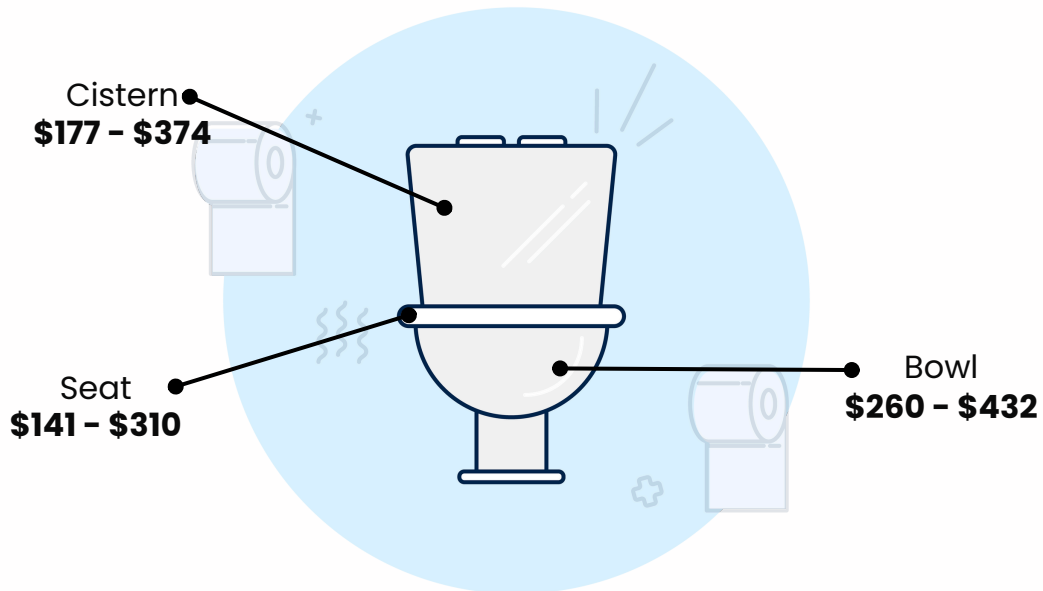
Avoid putting banana skins, eggshells, tea bags, and onion skins down the sink to prevent blockages and potential damage.



Use a drain un-blocker or a natural mix of baking soda and vinegar, followed by hot (but not boiling) water, to keep pipes clear and avoid unnecessary call-outs.

# Toilet

Average range of spend  
**\$168 - \$381**



## Tips & Tricks



Avoid using harsh chemical drain cleaners for clogged toilets, as they can damage older pipes. Instead, try a plunger or a natural mix of baking soda and vinegar to keep your plumbing in good condition.



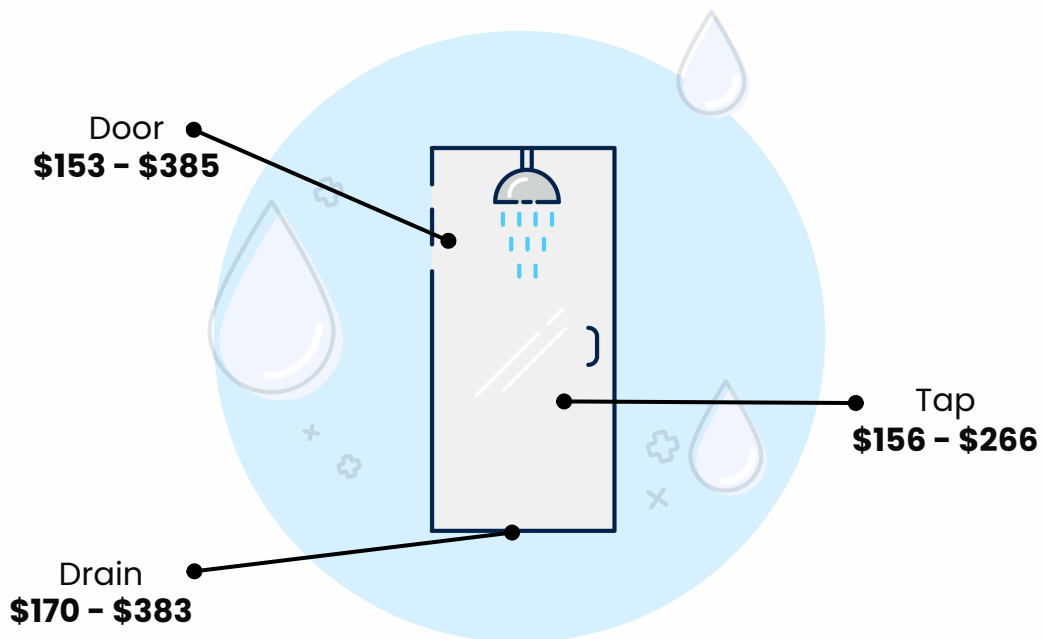
Check the flush mechanism, water levels, and seals to ensure everything is working efficiently and in good condition for the months ahead.



Check the flooring around your toilet for signs of moisture, rot, or soft spots. Catching water damage early can prevent costly repairs and keep the area in good condition for the months ahead.

# Shower

Average range of spend  
**\$152 - \$341**



## Tips & Tricks



Check if silicone around the shower is cracked or peeling, replace it promptly to prevent leaks and water damage. Keeping seals intact helps maintain a watertight bathroom.



Inspect grout for mould or wear and give tiles a thorough clean. Touching up deteriorated grout ensures a fresh and well-sealed shower space.



Regularly remove hair, soap scum, and debris from the drain to prevent blockages and avoid costly plumbing issues later.

# Appliances

Our analysis of appliance maintenance jobs across New South Wales highlights key cost trends. Oven repair costs were high in February, stabilised mid-year, and increased again in December. Dishwasher maintenance costs fluctuated but showed an upward trend from October. Washing machine repairs remained the most affordable, peaking in June before dropping significantly in October. These variations reflect seasonal demand shifts and changing maintenance requirements throughout the year.



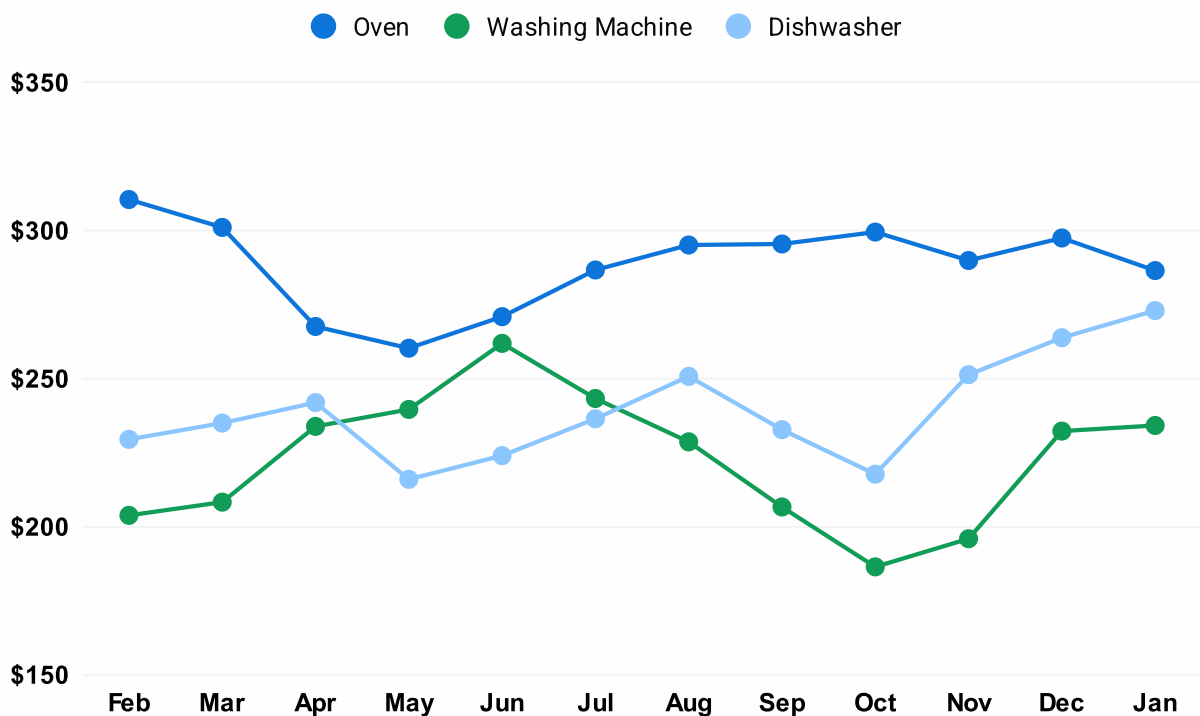
Average range of spend

**\$166 - \$638**



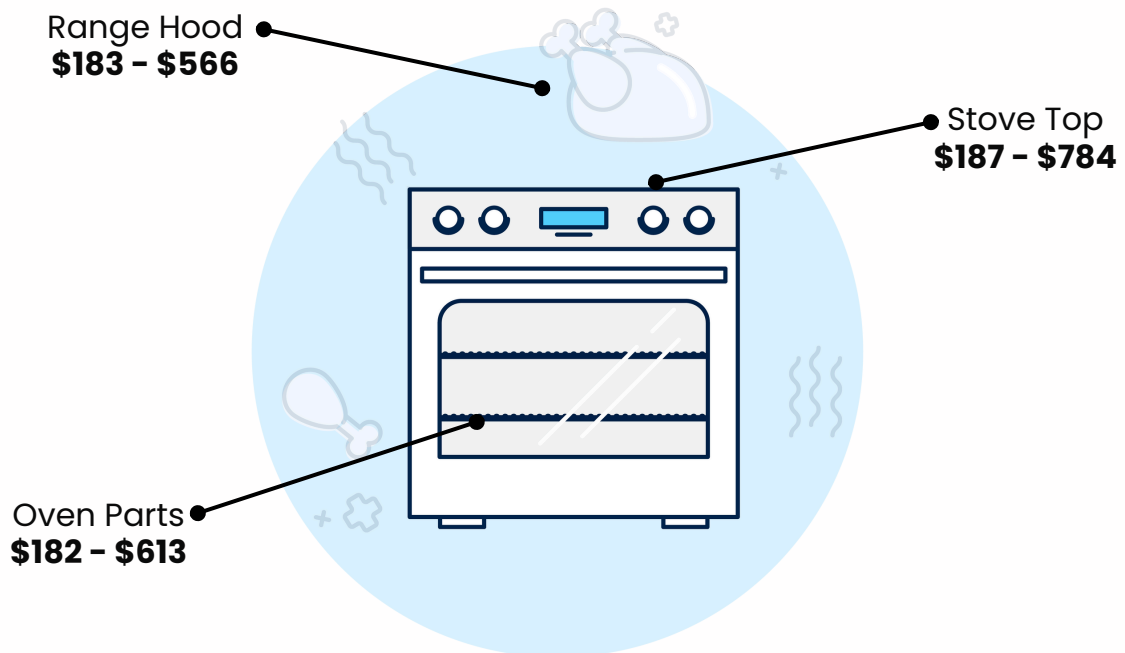
Most common job

**Dishwasher**



# Oven

Average range of spend  
**\$177 - \$675**



## Tips & Tricks



Regular cooking leads to grease buildup and burnt residue. A thorough clean helps maintain efficiency, prevents smoke, and keeps your kitchen free from lingering odours.



Inspect the oven door seal to ensure heat stays inside for better energy efficiency. If using a gas oven, check burners for blockages and ensure they ignite properly.



Be aware of appliance warranties, including ovens. When repairs or replacements are needed, warranties can save significant costs.

# Washing Machine

Average range of spend

**\$162 - \$382**



## Tips & Tricks



Ensure your washing machine sits on a level surface. An unbalanced machine can cause excessive vibrations, leading to wear and potential damage over time.



Front-loading machines can develop mould and grime in the door seal. Wiping it regularly helps prevent leaks and unpleasant odours.



If the property will be vacant, turn off the water supply and unplug the washing machine to prevent accidental leaks or flooding.

# Dishwasher

Average range of spend  
**\$159 - \$673**



## Tips & Tricks



If your dishwasher hasn't been serviced in a while, now is a good time to book a check-up. If it's still under warranty, you may even qualify for a free service.



Daily use can wear down the door latch, preventing a proper seal. If the door isn't closing correctly, the latch may need adjusting or replacing to avoid leaks and poor cleaning performance.



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 over 12,000 structural maintenance jobs across New South Wales highlights key cost trends. Flooring repairs peaked in April before stabilising later in the year. Ceiling maintenance remained steady, dipping slightly in October before rising again in December. Door repairs showed the most consistency, with a gradual increase over time. Understanding these fluctuations helps plan budgets effectively and anticipate seasonal shifts in structural maintenance costs.



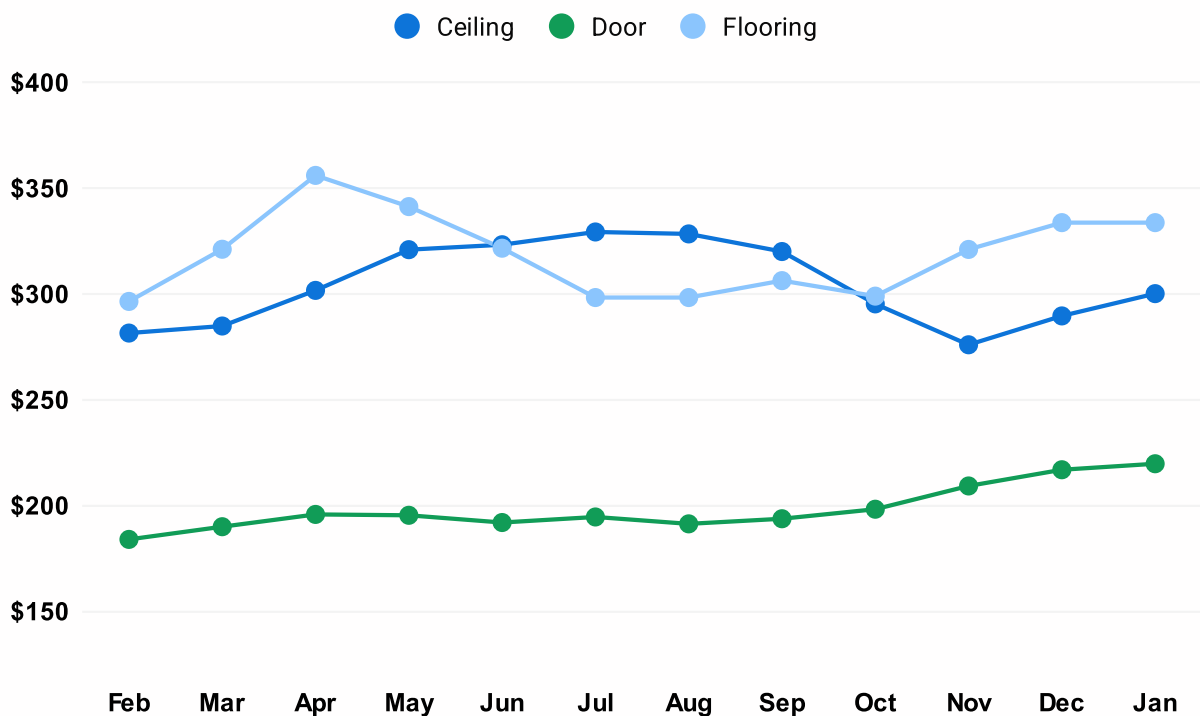
Average range of spend

**\$153 - \$500**



Most common job

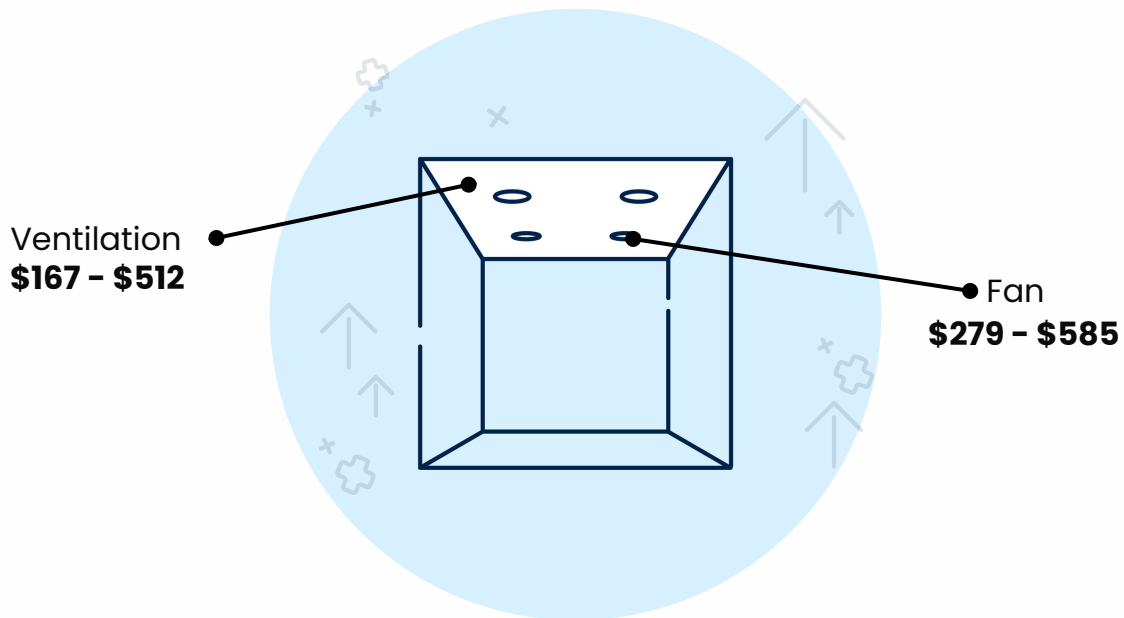
**Ventilation**



Structural

# Ceiling

Average range of spend  
**\$175 - \$654**



## Tips & Tricks



Reducing moisture buildup in ceilings helps prevent mould growth. Encourage tenants to open windows and use extractor fans, especially in bathrooms and kitchens.



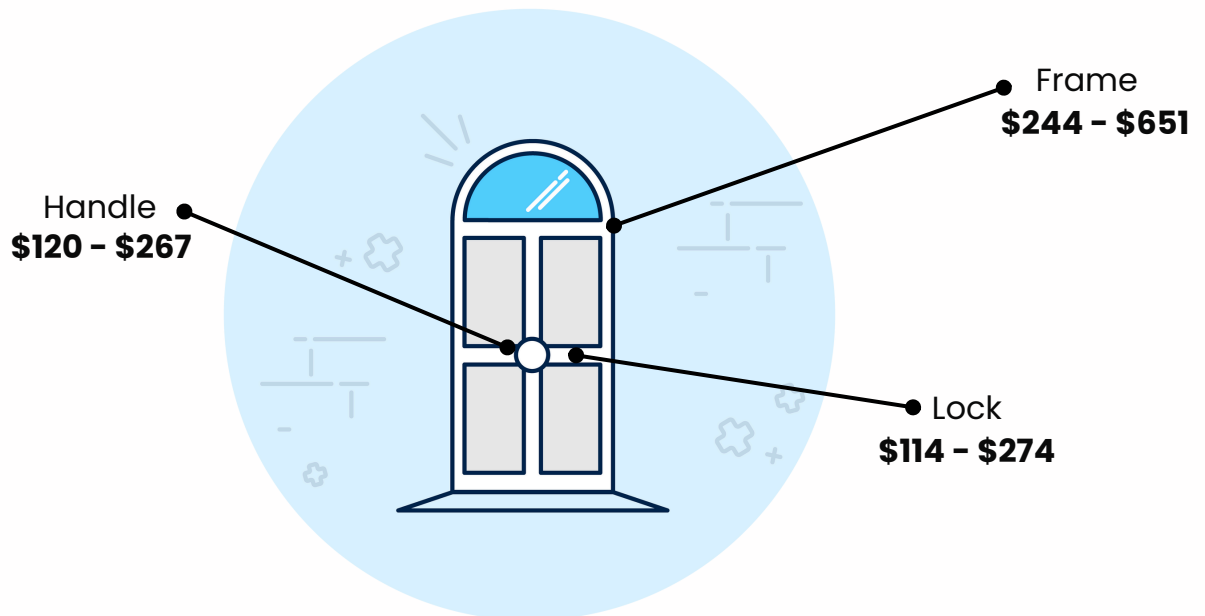
Ceiling fans, vents, and light fixtures collect dust and grime over time. Regular cleaning improves air quality and prevents dust buildup that can lead to discolouration.



Look for small cracks, sagging plaster, or water stains. Identifying these early can help prevent costly repairs in the future.

# Door

Average range of spend  
**\$132 - \$344**



## Tips & Tricks



Door hinges, handles, and locks can become stiff or squeaky over time. Applying lubricant helps prevent wear and keeps them operating smoothly.



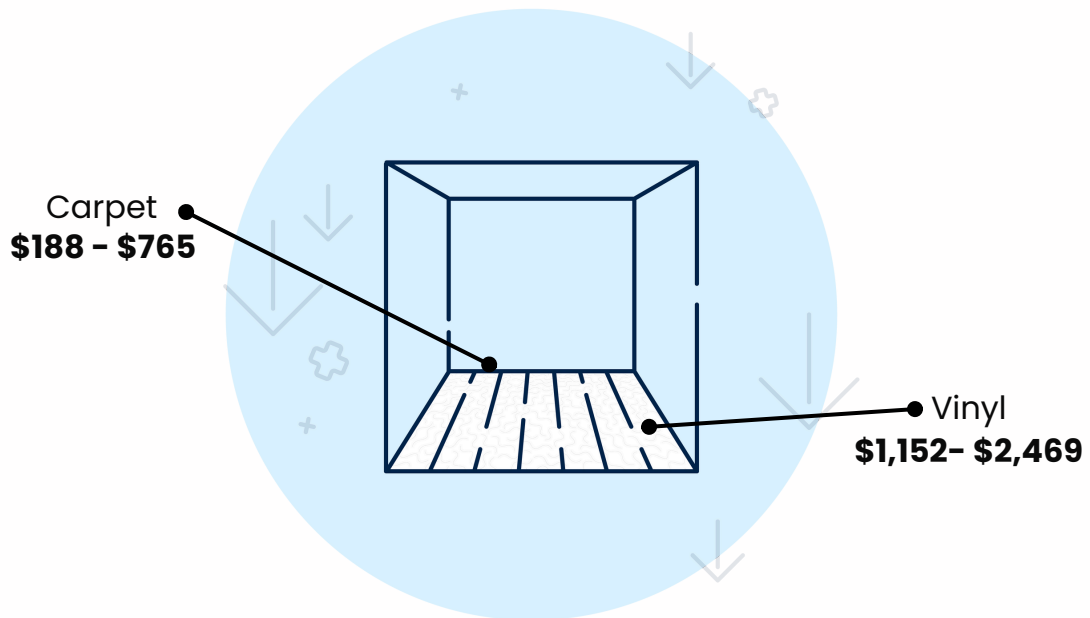
Small gaps around doors can let in drafts or pests. Adding soft adhesive strips improves insulation and helps protect the door's finish.



Windy conditions can cause doors to slam, leading to damage. Installing door stops in high-traffic or breezy areas helps prevent unnecessary wear and tear.

# Flooring

Average range of spend  
**\$189 - \$846**



## Tips & Tricks



Regular vacuuming and prompt spot cleaning can help keep carpets looking fresh and tidy.



If replacing carpet, consider high-durability options. A better-quality carpet lasts longer and reduces the need for frequent replacements, saving money over time.



Regularly check tile grout for cracks or wear. Maintaining grout helps prevent water damage and avoids costly repairs down the line.

# Electrical

Our analysis of 5,000 electrical maintenance jobs across New South Wales highlights key cost trends. Heating and air conditioning repairs saw a sharp increase in March and April before declining from June onward. Power-related repairs remained stable for most of the year but gradually increased toward December. Lighting maintenance costs showed the most consistency, with minimal fluctuations throughout the year. These patterns reflect seasonal demand and variations in maintenance needs across different property types.



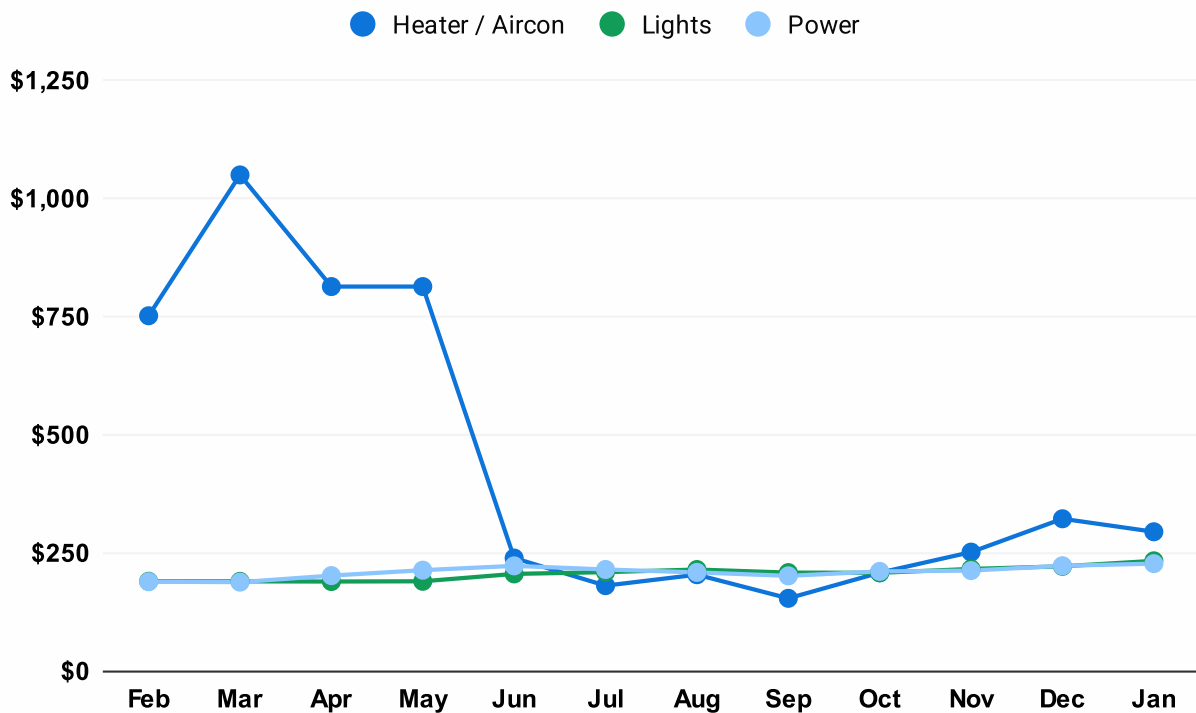
Average range of spend

**\$151 - \$351**



Most common job

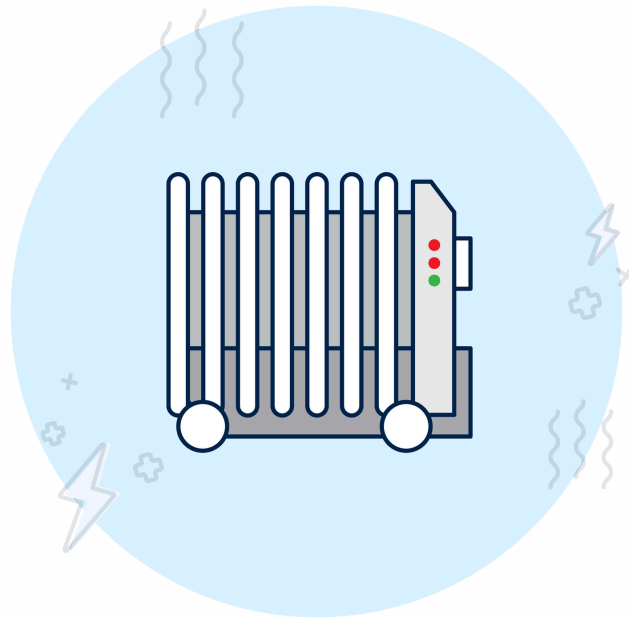
**Power Points**



Electrical

# Heater/Air-Con

Average range of spend  
**\$245 - \$591**



## Tips & Tricks



Dust and debris can accumulate in air-con and heater filters, reducing efficiency. Regular cleaning (minimum every three months) ensures better airflow and helps extend the lifespan of your system.



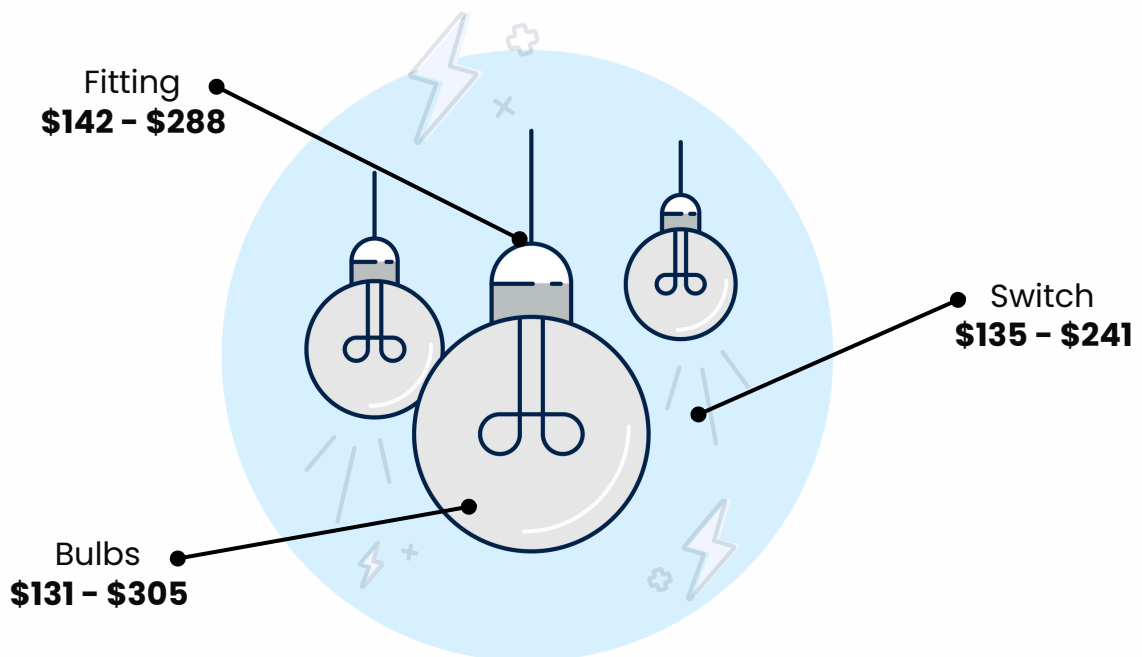
If a gas heater hasn't been checked in the past 12-18 months, now is a great time to schedule a professional service to maintain safety and efficiency.



Upgrading to an energy-efficient heating and cooling system can lower electricity costs and provide a safer, more durable solution for the property.

# Lights

Average range of spend  
**\$150 - \$329**



## 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.



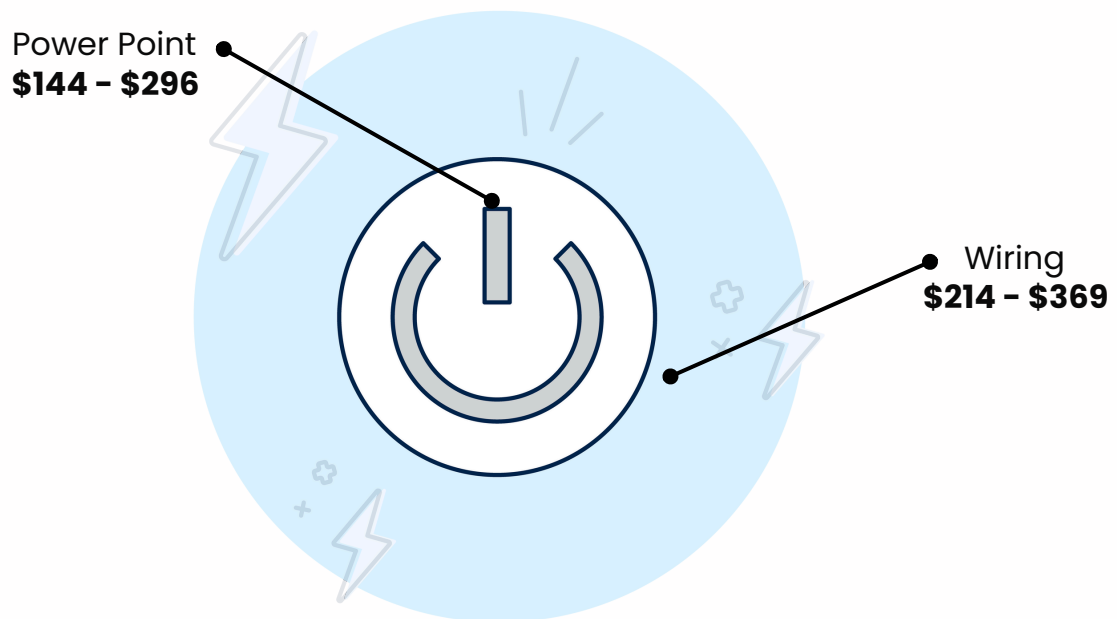
If lights are blowing frequently, it may indicate a deeper electrical problem. Consider having an electrician inspect the system to prevent ongoing issues.



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  
**\$152 - \$355**



## Tips & Tricks



Aging wiring in older homes may require more frequent checks. Scheduling an inspection can help identify and address any necessary repairs.



If the property has experienced leaks or water damage, have an electrician assess for electrical faults to ensure safety and prevent hazards.



Overloading outlets is a common fire risk. Educate tenants on safe power usage to protect appliances and reduce the chance of electrical fires.

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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