

The New Zealand

Property Maintenance Index

Q2/25

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Vol. 02

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 four 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

Plumbing maintenance costs have held steady over the past year, with average spend between \$165 and \$422. Taps remain the most common job, while toilet maintenance peaked around October and April. Sink repairs were lowest in January and February but have steadily increased through Q2, while shower costs remained stable, with a slight dip in early Q2 before lifting again by June.



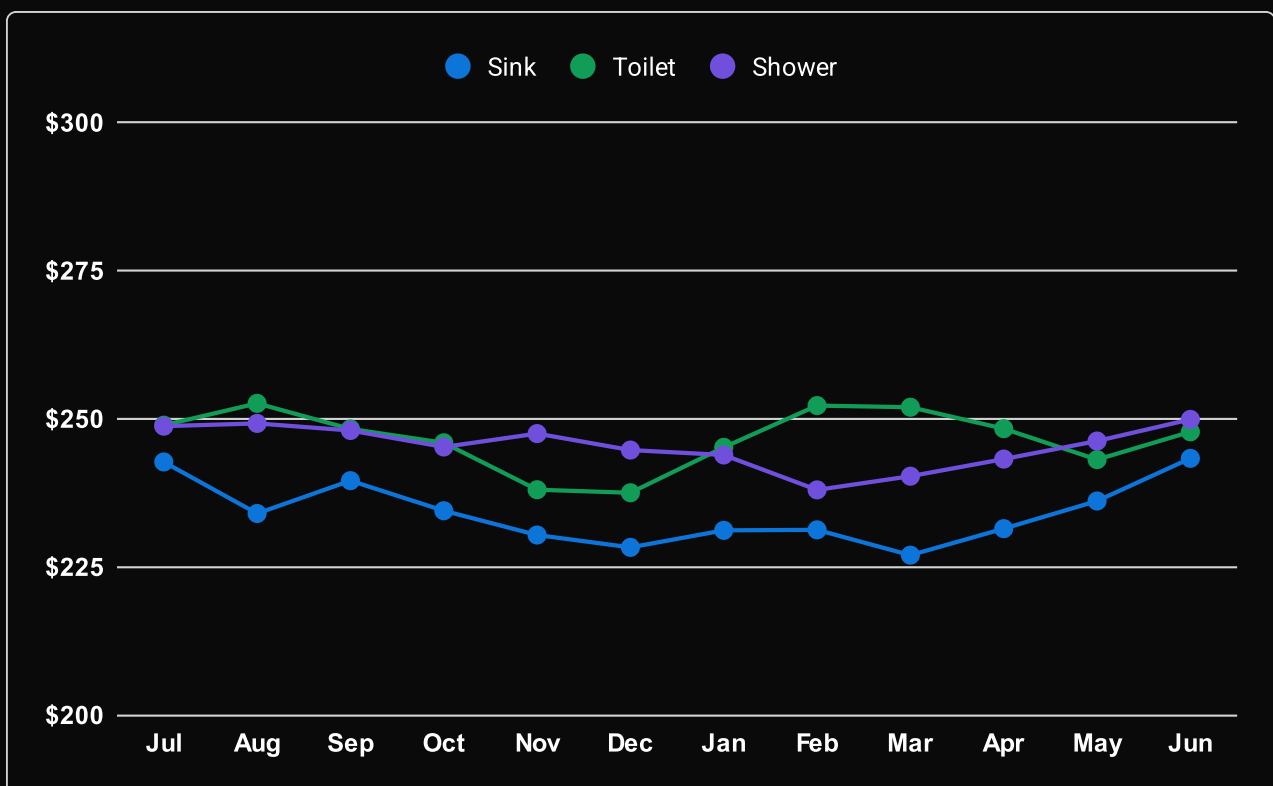
Average range of spend

\$165 - \$422



Most common job

Taps



Sink

Average range of spend

\$153- \$389



Tips & Tricks



Check insulation on exposed pipes to prevent frost damage during freezing conditions.



Clear sink drains regularly as rainfall can increase the risk of blockages from outdoor debris.



Audit drainage speed in kitchens, sluggish flow may signal early grease buildup due to rapid solidification in colder months.

Toilet

Average range of spend
\$165- \$385



Tips & Tricks



Review bathroom ventilation systems (fans, window seals) to help reduce cistern condensation and mould potential.



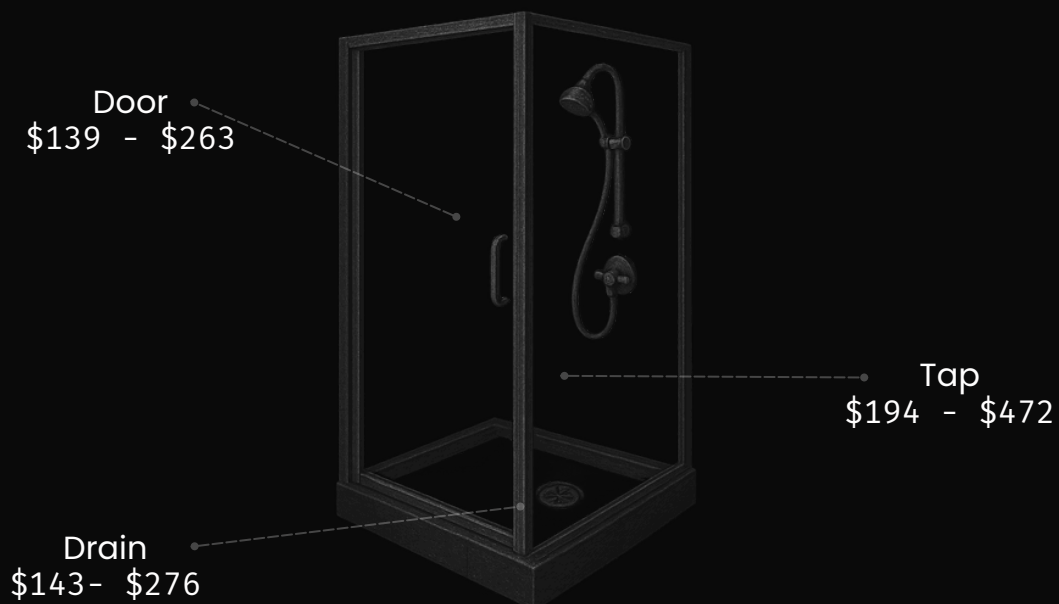
Confirm flush mechanisms operate smoothly, especially in vacant or rarely-used properties.



Educate tenants on what not to flush, winter blockages are harder to resolve due to slow flow and wetter ground conditions.

Shower

Average range of spend
\$163 - \$412



Tips & Tricks



Schedule grout and seal inspections, as water ingress behind tiles is a common winter damage source.



Check shower drainage flow during property visits, slow drainage may link to high groundwater or older plumbing issues.



Ensure extractor fans function properly to reduce mildew in often-unventilated winter bathrooms.

Appliances

Appliance maintenance averaged \$132 to \$423 over the past year, with the stove top remaining the most common job. Oven repair costs climbed gradually through Q2, peaking in June. Washing machine costs remained relatively stable with a slight increase from February onwards, while Dishwasher costs showed a steady rise across the quarter, ending higher in June.



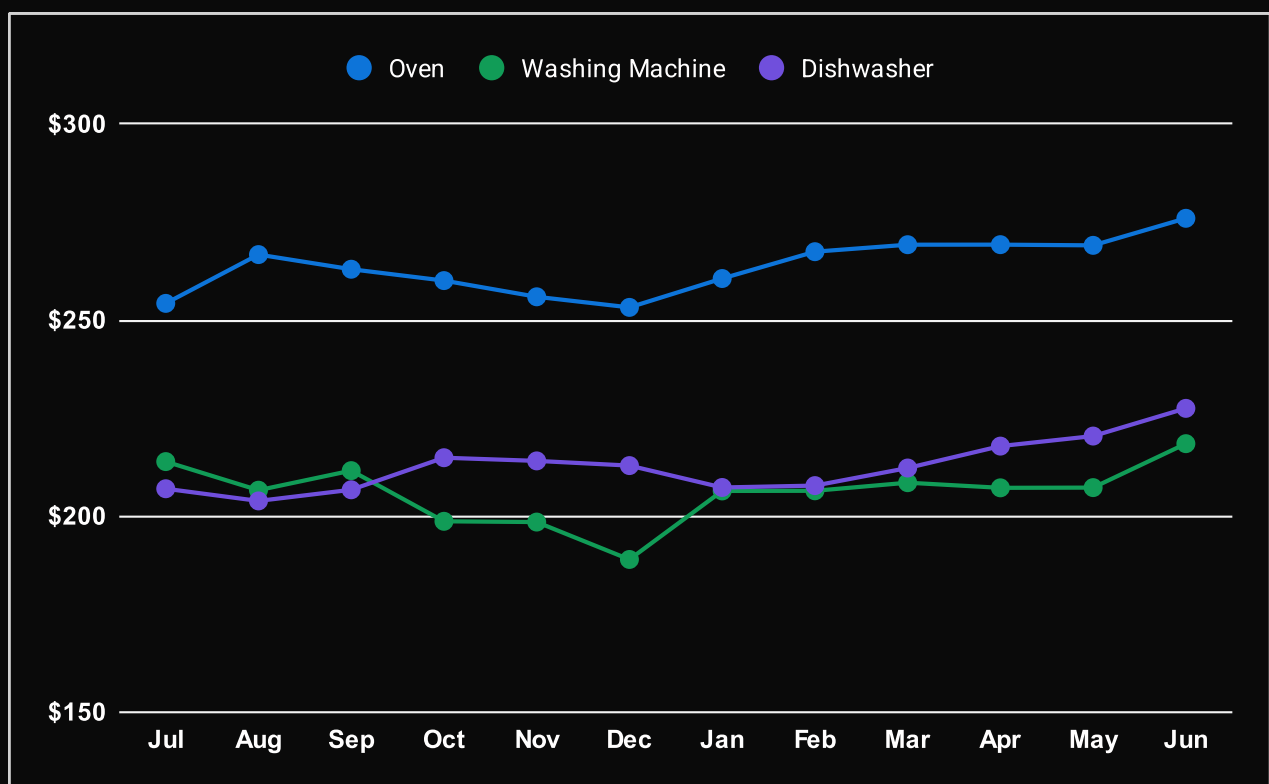
Average range of spend

\$132 - \$423



Most common job

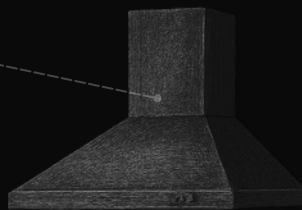
Stove Top



Oven

Average range of spend
\$164 - \$561

Range Hood
\$164 - \$814



Oven Parts
\$142 - \$386



Stove Top
\$179 - \$467

Tips & Tricks



Test oven doors and thermostats during routine inspections, inefficient ovens trigger complaints and increase energy usage.



Schedule deep cleans in long-term tenancies or before leasing to reduce fire risks from grease buildup.

Washing Machine

Average range of spend
\$140 - \$383



Tips & Tricks



Inspect shared or managed laundry areas for mould around seals and detergent drawers.



Ensure machines are level and secure, particularly on tile or concrete slabs that amplify winter vibration noise.



Run maintenance cycles in unoccupied units to keep hoses clear and prevent odours

Dishwasher

Average range of spend
\$145- \$436



Tips & Tricks



Inspect spray arms and seals during inspections, cold weather worsens small leaks and food blockages.



Recommend hot cycles to tenants or conduct in managed units to maintain appliance hygiene.

Structural

Structural maintenance averaged between \$152 and \$474, with ventilation remaining the most common job. Ceiling costs climbed steadily through the year, with a sharper rise in Q2 and peaking in June. Flooring repairs remained stable with minor fluctuations, while door-related costs held consistent throughout.



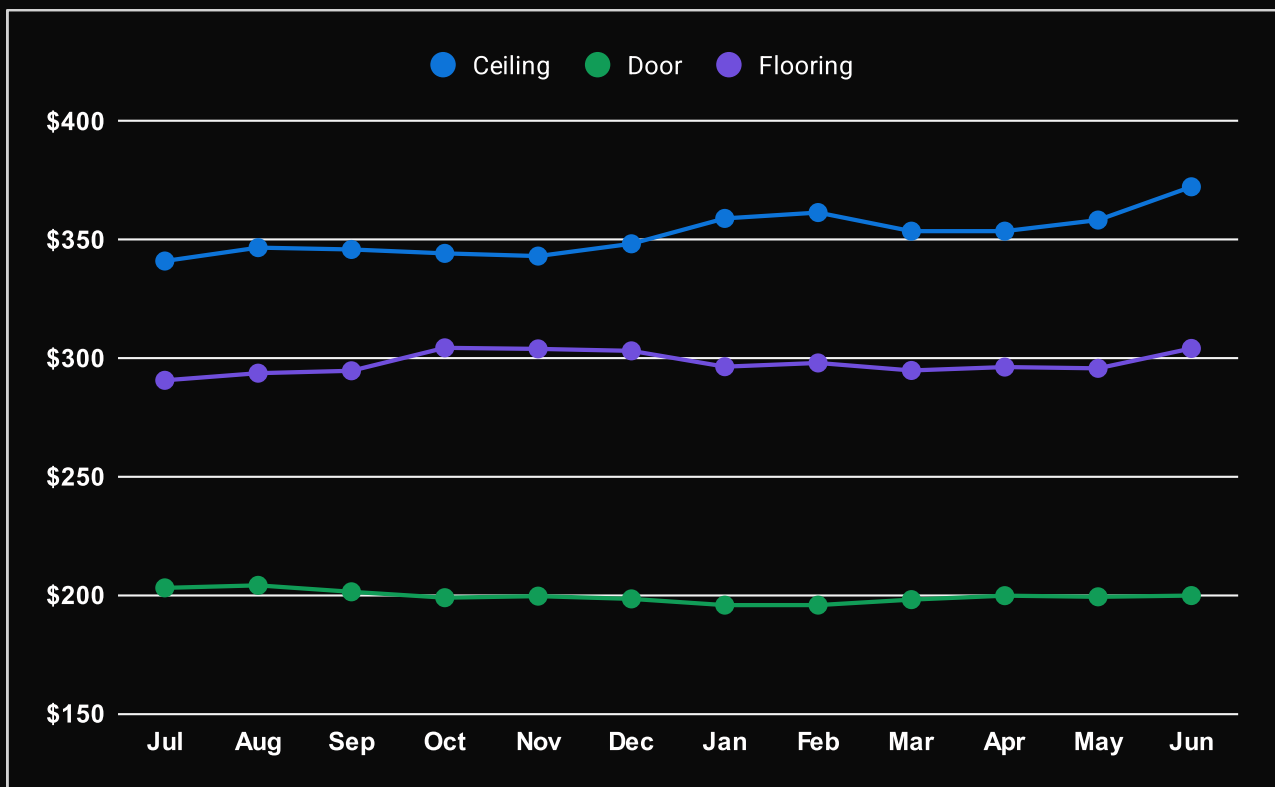
Average range of spend

\$152 - \$474



Most common job

Ventilation



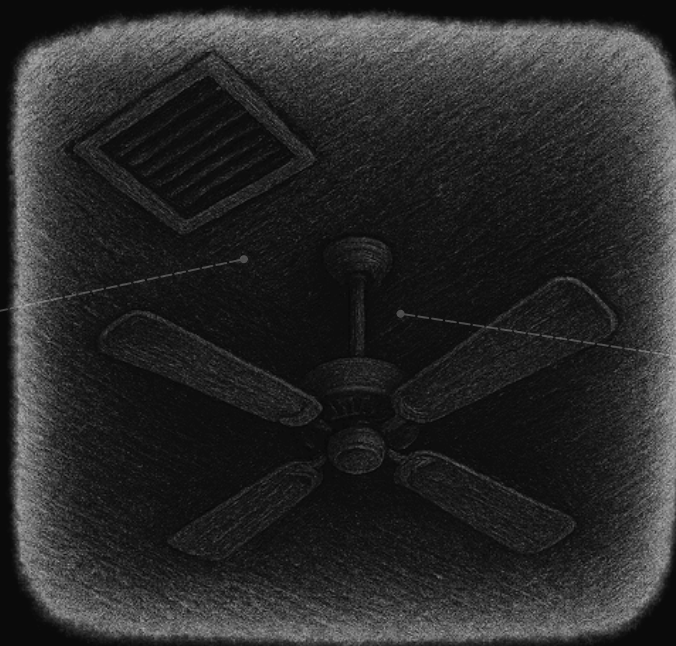
Structural

Ceiling

Average range of spend

\$187- \$736

Ventilation
\$189 - \$785



Fan
\$453 - \$734

Tips & Tricks



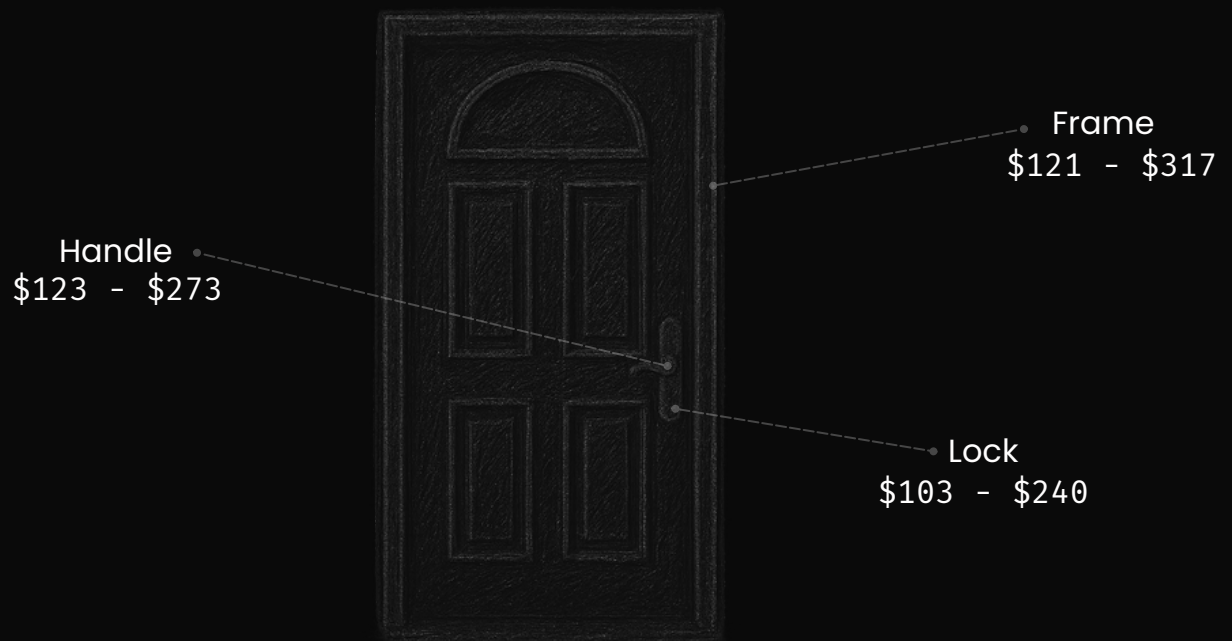
Monitor roof cavity and ceiling stains after heavy winter storms, early detection can prevent structural damage.



Clean and test ceiling vents in damp-prone properties to support healthy airflow

Door

Average range of spend
\$131 - \$327



Tips & Tricks



Install draft seals in older homes to reduce tenant complaints and energy costs.



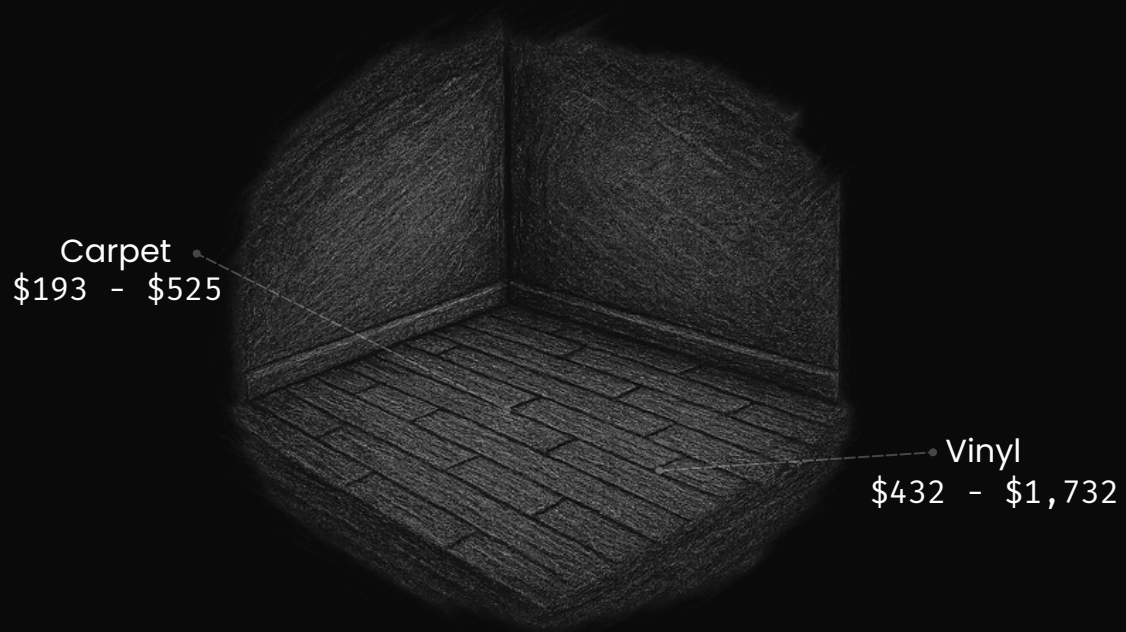
Lubricate hinges and locks to prevent them from becoming stiff in cold weather.



Check for timber door swelling or warping caused by increased indoor humidity.

Flooring

Average range of spend
\$194 - \$645



Tips & Tricks



Inspect tile grout for cracks that may expand in cold weather and allow moisture penetration.



Boost carpet cleaning frequency in humid locations or properties prone to condensation.



Install quality entry mats in communal or short-stay properties to minimise mud and water damage.

Electrical

Electrical maintenance averaged \$151 to \$329, with heater and air-con repairs remaining the most common job across regions. Costs for heating and air-con stayed steady, with a noticeable rise into June as colder temperatures set in. Lighting and power repairs remained stable throughout the year, with power-related costs seeing only minor fluctuations, particularly a small dip in February before recovering.



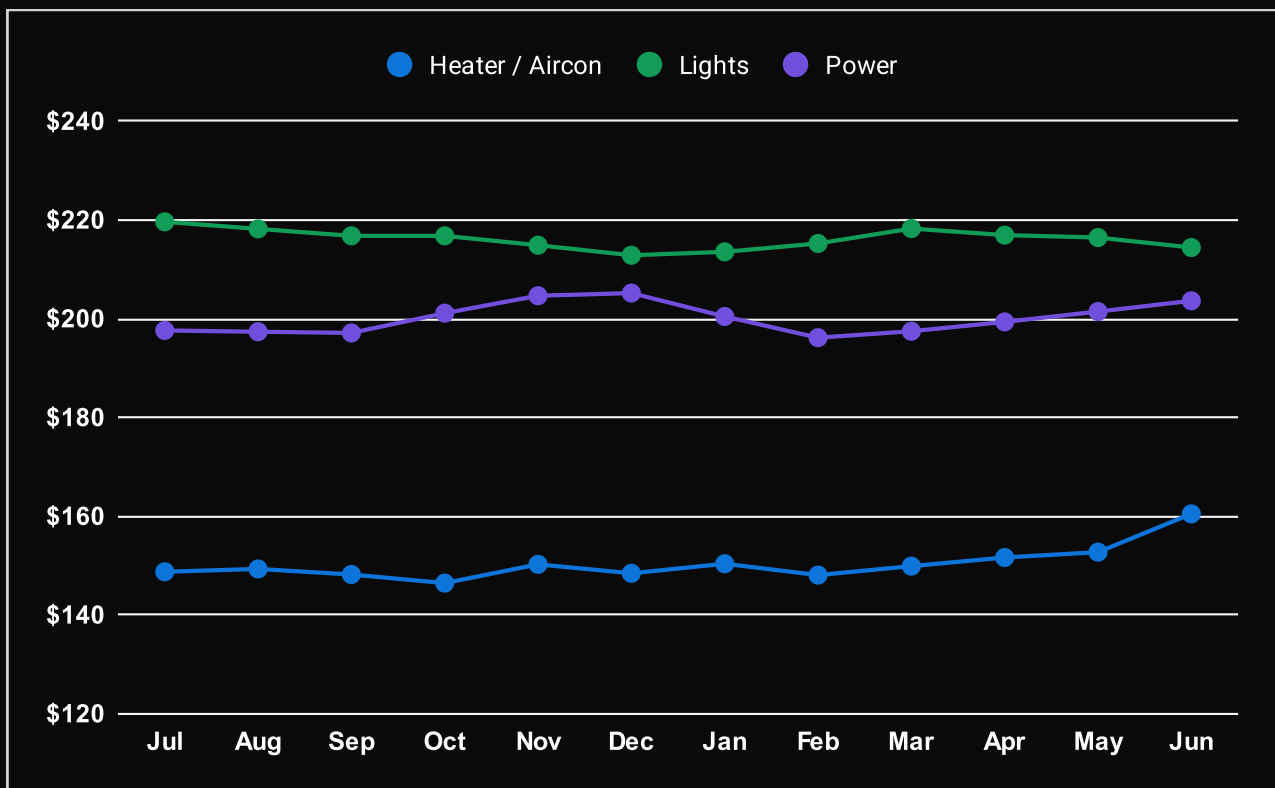
Average range of spend

\$151 - \$329



Most common job

Heater / Air-con



Heater/Air-con

Average range of spend
\$120 - \$271



Tips & Tricks



Schedule pre-winter servicing for heating systems to avoid mid-season failures.



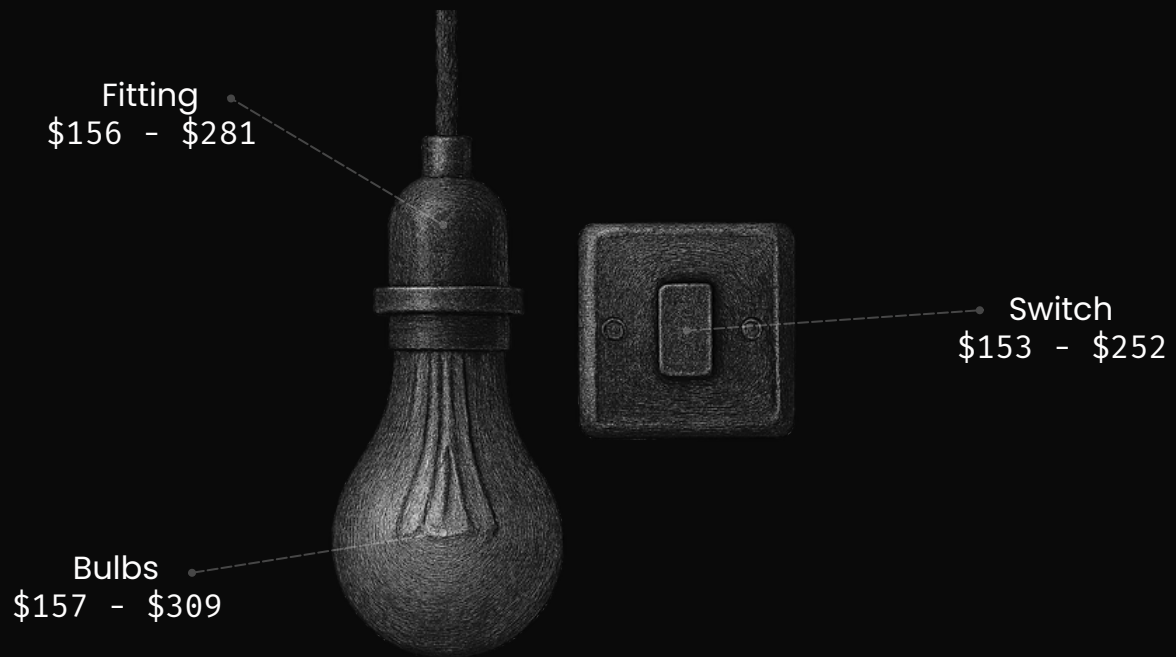
Ensure filters are changed in split systems to prevent airflow issues and excess strain.



Maintain fire clearance, educate tenants or confirm space around units in inspections.

Lights

Average range of spend
\$159 - \$323



Tips & Tricks



Clean and inspect light fixtures, especially in stairwells and external paths where winter lighting is essential.



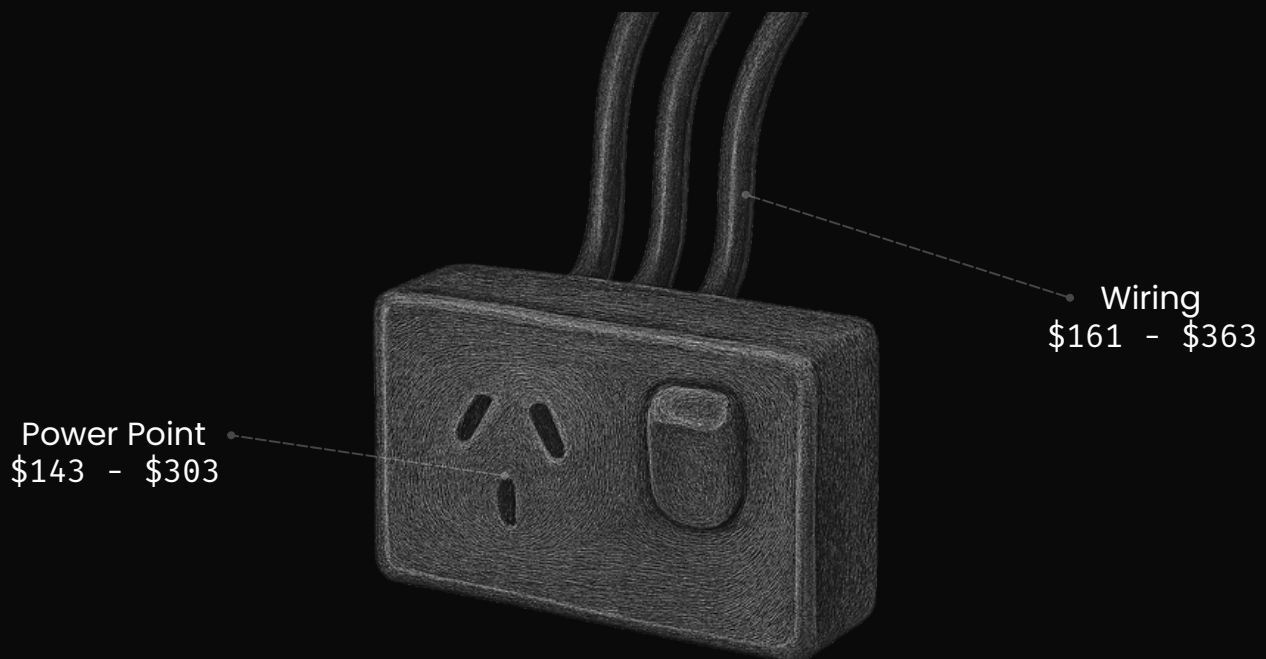
Replace any dim or flickering bulbs to improve energy efficiency and visibility.



Check outdoor lights to ensure they are properly sealed against winter rain and moisture.

Power

Average range of spend
\$141 - \$333



Tips & Tricks



Assess tenant usage patterns in older homes, multiple heating devices can exceed outlet capacity.



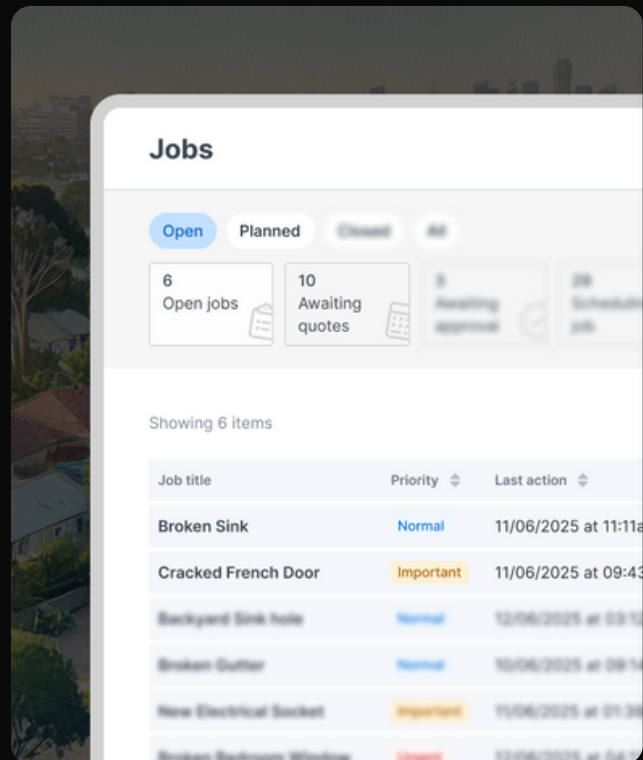
Inspect cords and plugs for any wear or fraying before use.



Test safety switches to ensure that they are functioning correctly and protecting circuits.

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.
- Plan ahead for your landlords with ease.



Connected to your tools



Scan the QR code below to book a demo



tapi.pm/demo

