

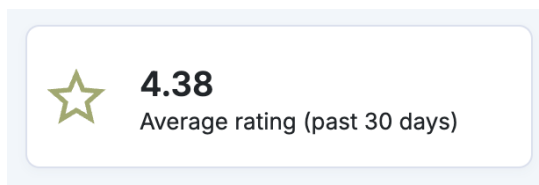
PMS RentalReady Releases 07.2025 (July)

Index page

Average Rating Homepage Statistics Now Reflects Last 30 Days

We've updated the statistics on the homepage to show the average guest rating from the past 30 days (previously 90 days). This change provides a more up-to-date view of guest satisfaction and helps teams respond more quickly to recent trends. What's New:

- The "Average Rating" statistic now covers the last 30 days.
- The display and calculation are both updated to reflect this new period.



New cancelled reservations tab

We've added a new tab to help the users track cancelled reservations from the last 3 days. The mobile experience has also been improved with smooth horizontal scrolling to prevent cramped columns.

The screenshot shows the RentalReady dashboard with a sidebar menu on the left. The main content area displays the 'Cancelled Reservations' tab, which shows a table of reservations that have been cancelled in the last 3 days. The table has columns for Reservation ID, Guest Name, Reservation Dates, Property, and Platform. Two reservations are listed: 1964327 for Franny Spurs and 1964321 for Rita Culp.

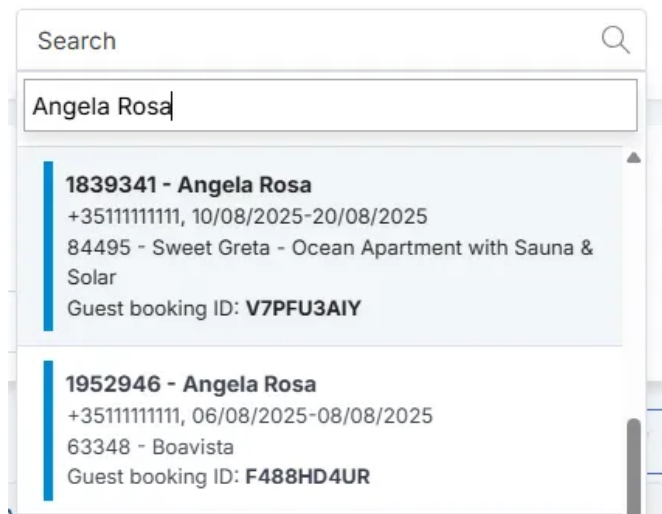
RESERVATION ID	GUEST NAME	RESERVATION DATES	PROPERTY	PLATFORM
1964327	Franny Spurs	16/10/2025 - 02/11/2025	64430 - Casa Rosa	Rentalready Pms
1964321	Rita Culp	16/09/2025 - 21/09/2025	83107 - Boétie Chambre 2	Rentalready Pms

Global search bar - date range added

You can now search reservations more effectively with visible check-in and check-out dates:

- New `date_range` field in results: displays as `DD/MM/YYYY-DD/MM/YYYY`, using localized date formatting

- Minor visual improvements, including a divider for search results

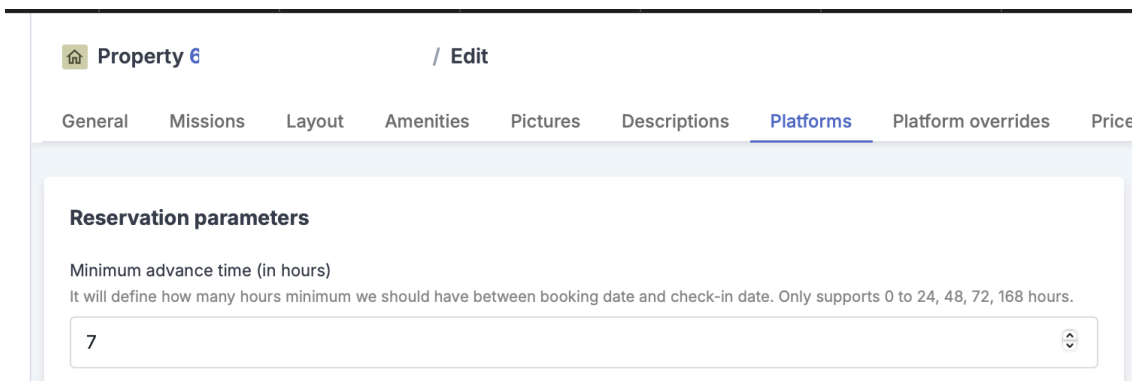


Channel Manager

Minimum Advance Time Now Supported on VRBO

Previously available only for Airbnb and Booking.com, the Minimum Advance Notice setting is now also supported on VRBO.

This update helps ensure greater consistency across all platforms when controlling how far in advance guests can book your property.



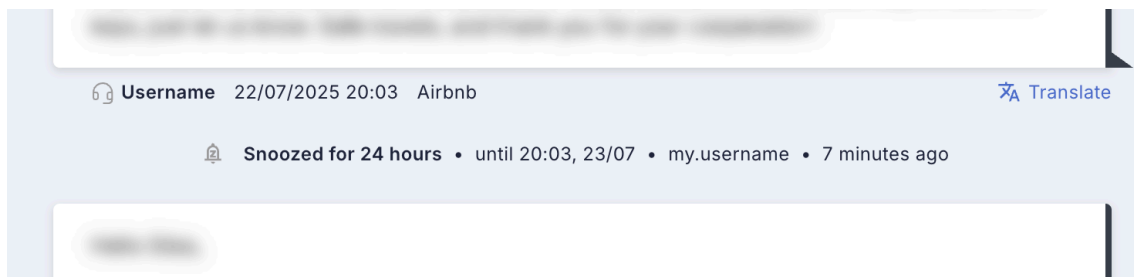
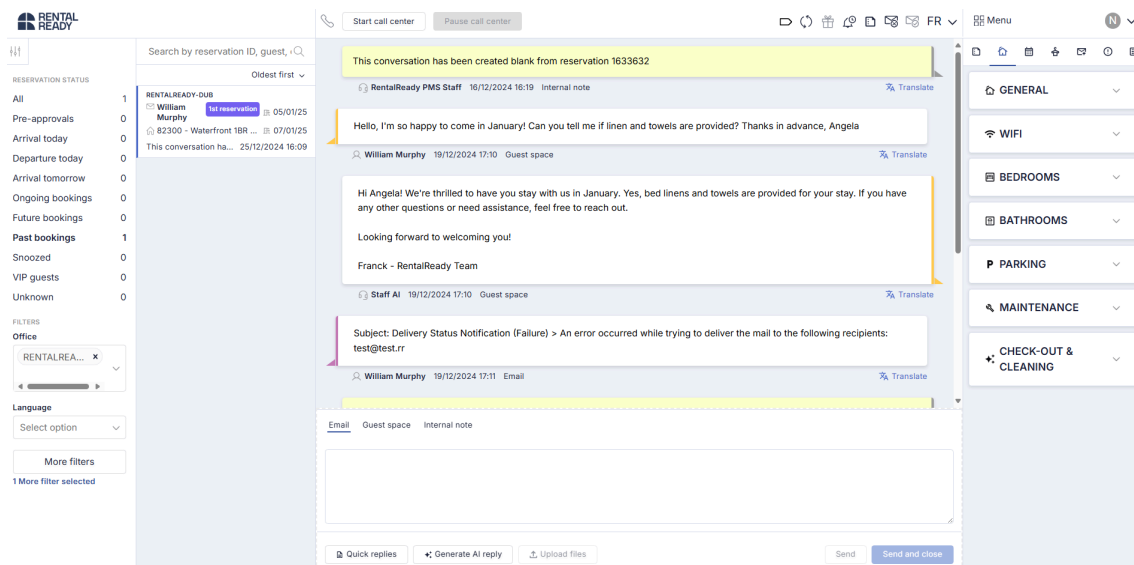
Mailbox

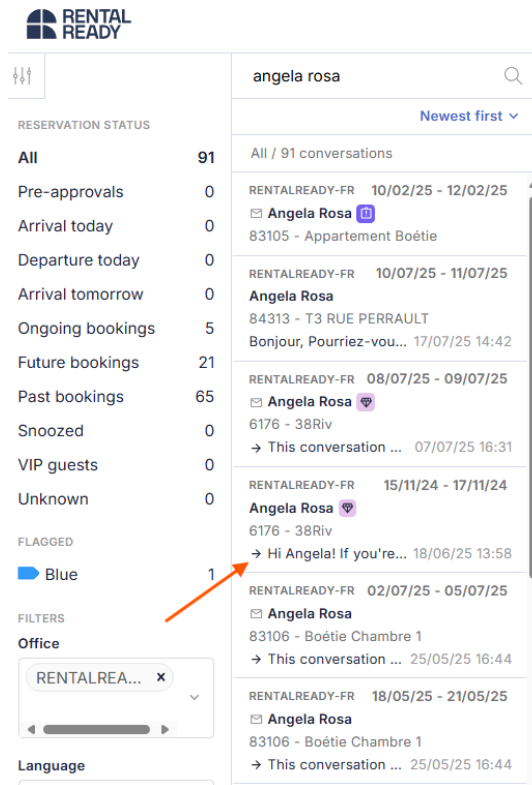
Mailbox user interface updates

We've updated the design of messages in the mailbox:

- message categories are now indicated by a coloured border, and colours are the same between staff and guest messages.

- If a message was sent via the channel manager, the platform name will now be displayed below the message.
- Conversation snooze events are now displayed as conversation events instead of messages, and include the length of time for which the conversation was snoozed
- Wording of snooze menu has been updated (from “in 2 hours” to “2 hours”, and from “1 day” to “24 hours”)
- A bug has been fixed which was causing tooltips to appear underneath other buttons
- In order to differentiate incoming & outgoing messages in the message preview, outgoing messages are now marked with an arrow

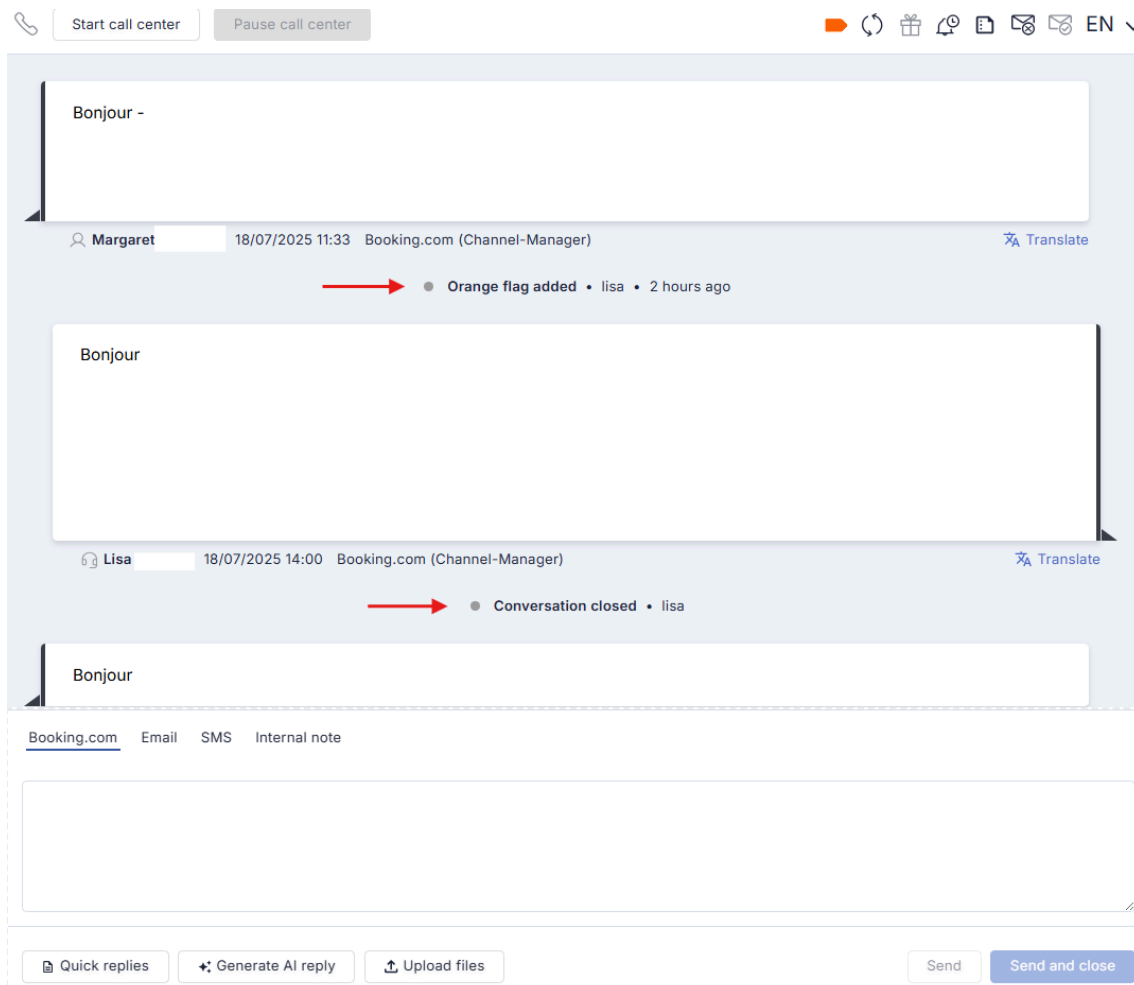




Updates to conversation events

We have started moving information out of internal notes and into conversation events, with a new design to more easily differentiate between messages and events.

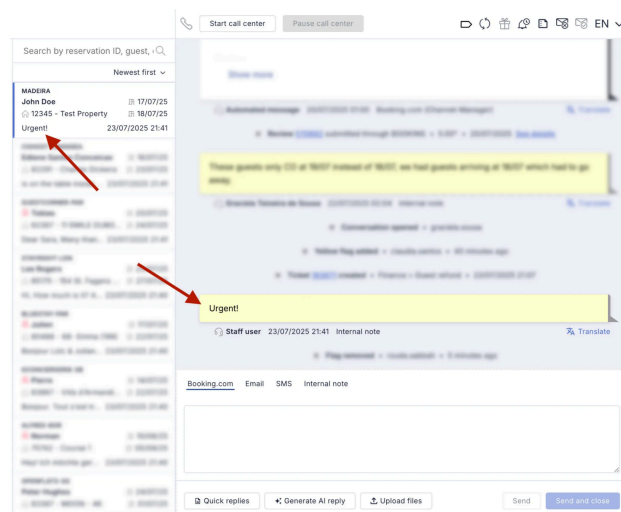
Conversation events will be displayed when a flag is added or removed, when a conversation is opened or closed + escalated or de-escalated, when AI auto-reply is enabled or disabled, and when a guest leaves a review etc.



Internal messages appear in conversation list

In the past, only real messages between guests and staff were shown in the message preview for a conversation.

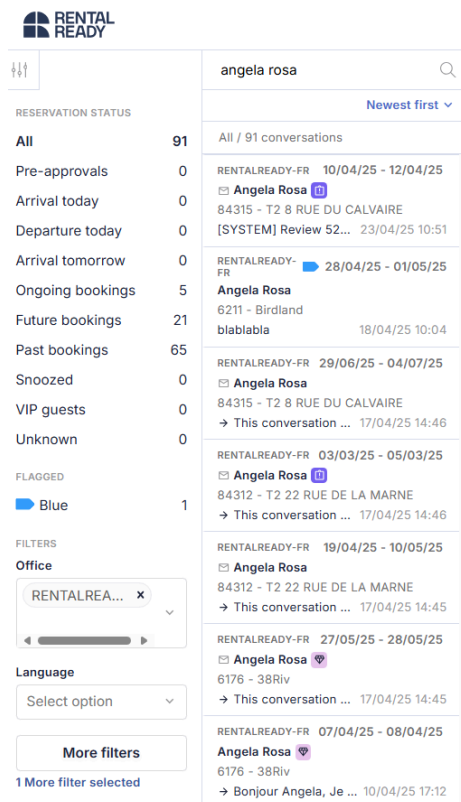
Now, even if the last message in a conversation is an internal note, it will be shown in the message preview.



Updates to conversation list

We have made some changes to the design of the conversation list:

- "1st reservation" badge size has been reduced to match the premium class badge, and both badges are now displayed as icons instead of text
- Colour scheme of premium class badges (gold, silver, etc.) has been updated to match RentalReady
- Selected category & number of messages is now displayed at the top of the list
- Text colours/sizes have been adjusted to make it easier to differentiate information



Updates to the design of the message input area

We have updated the design of the message input area, to improve usability of the mailbox on mobile devices

- Only the currently selected channel is visible by default, and all channels can be shown by clicking on the channel button
- Action buttons are hidden by default and can be shown by clicking on the "+" icon
- Error messages are displayed at the top of the screen in the notifications section
- On desktop, all channels & action buttons are displayed

Guest space

Email

SMS

Internal note

Quick replies

Generate AI reply

Upload files

Send

Send and close

←

Jean Philippe

Email ▾

+

Send

Send and close

←

Jean Philippe

⊗

Quick replies

Generate AI reply

Upload files

Guest notifications

Send Check-In/Self Check-In instructions on arrival day

Context: Until today, it was possible to send CHECK-IN and SELF CHECK-IN guest notifications templates only up to 1 day before check-in day.

New field "Send arrival instructions to guest on check-in day" has been added at office level (disabled by default).

If enable, you can set how many hours before the instructions should be sent, compared to check-in time, on check-in day.

Timezone: For this logic, the timezone set at office level is taken into account.

Missions

Checklist agent in reservation history

When a reservation is updated through a checklist action (e.g. to set the guest as arrived or to set the guest departure time), the agent is now set as the history user.

Reservation history

Help 

Reservation

Guest reviews

Filters ^

Updated field

Clear all

Apply

9 results

 Export CSV

DATE (UTC)	USER	CHANGES
2025-07-14 05:05:14.543947	joao.agent	Last push to channel manager From 21 March 2025, 12:07 p.m. to 25 March 2025, 3:50 a.m. (field channel_manager_last_pushed in the database) Guest status From SELF to ARRIVED (field traveller_status in the database)

HomeReady

Ticket Creation Field Update

The "Origin" field in ticket creation has been renamed to "Source" for better clarity.

Source

Select...

Guest damages

Reported by guest

Reported by owner

Reported by agent

Property check

Overuse

Unknown

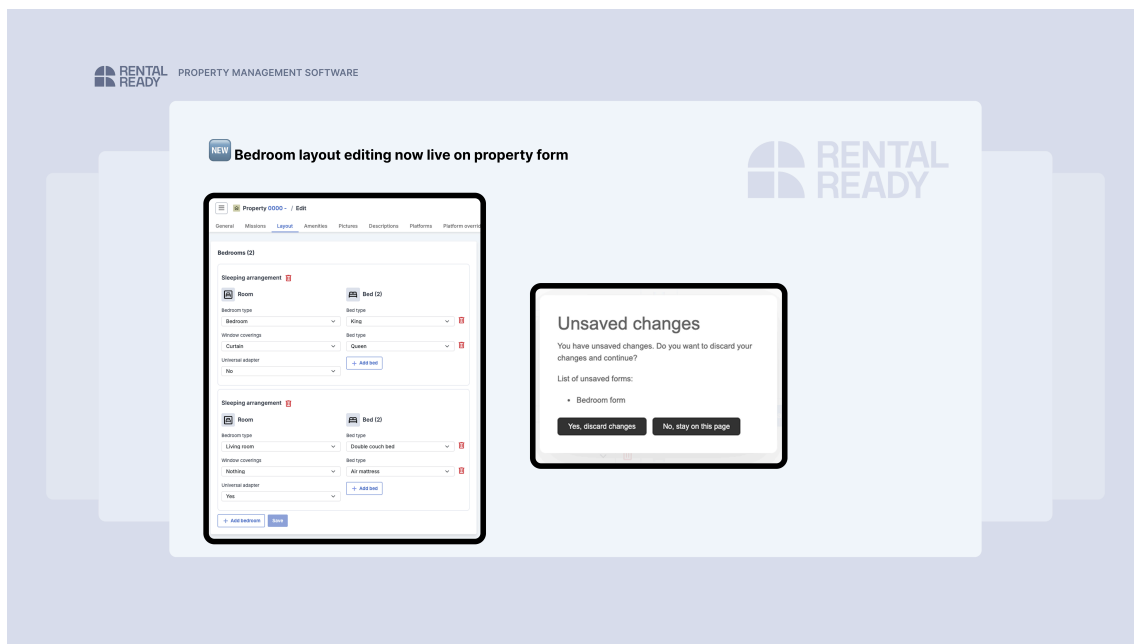
Reported by cleaning team

Properties

Bedroom layout editing

We've introduced a more intuitive and flexible way to manage bedroom layouts directly in the property form. What's New:

- Add & Remove Bedrooms
- Edit Bedroom Details (type, window covering, universal adapter)
- Manage Beds
 - Add/remove beds
 - Change bed type (Single, Double, Queen, King, etc.)

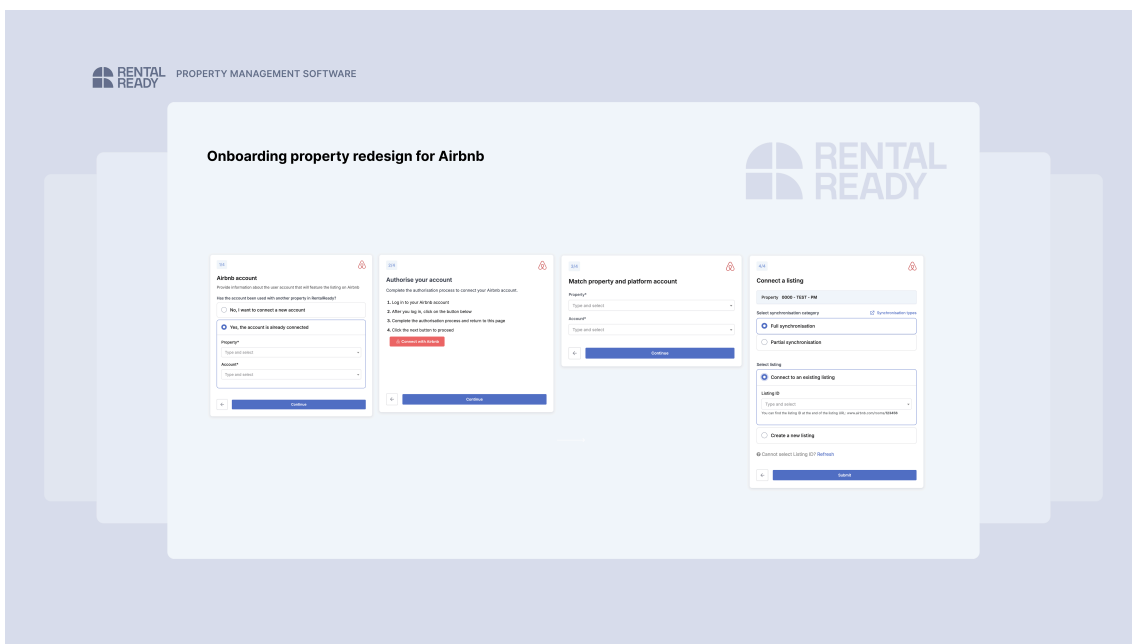
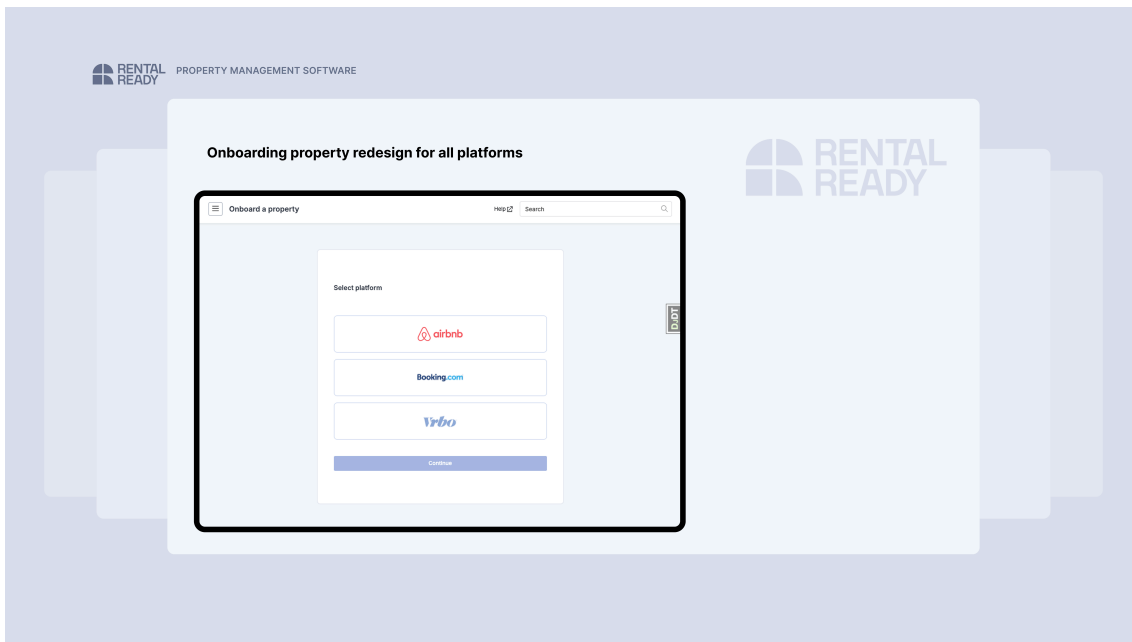


Property onboarding simplification

We have deployed a change to simplify and speed up property onboarding: previously you could not approve (and activate) a property without at least one listing added at property level. This blocker has now been removed.

Property onboarding redesign for Airbnb, Booking.com & Vrbo

We've redesigned the onboarding experience for Airbnb, Booking.com, and Vrbo platforms to make setup faster, clearer, and more user-friendly.



Amenity Modal Cleanup

The Amenity modal now automatically hides empty fields, including both the label and content, for a cleaner and more user-friendly display.

X
Close

Bed Linens/Towels

Instructions

Portuguese
Default amenity

No media added

Details are not displayed in Guest Space

Remove amenity
Update amenity

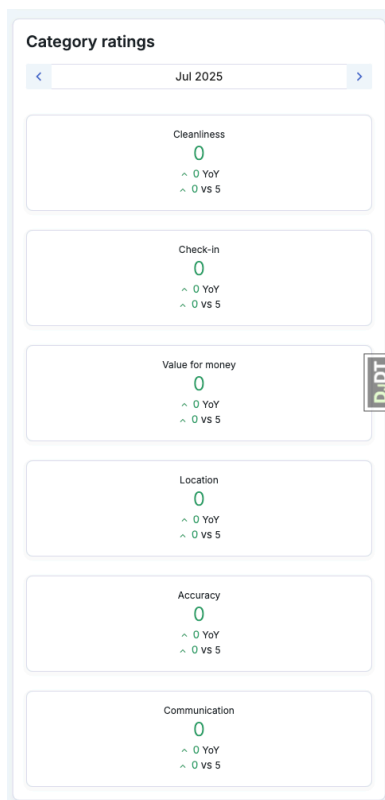
Statistics Page – UI Tweaks & Mobile Improvements

Mobile Responsiveness: Layout now adjusts more gracefully on mobile and smaller screens for a smoother UX

Metadata Section: Vertical dividers now use light blue for improved visual consistency

Category Ratings Section:

- Added missing spacing
- Containers now span full height



Minor UI Update

You'll now see the mission sub type displayed in brackets next to the mission type on the property details page. This makes it easier to quickly identify the specific kind of mission at a glance.

The screenshot shows a property details page with two main sections: 'PREVIOUS CLEANING MISSION' and 'NEXT CLEANING MISSION'. The 'PREVIOUS CLEANING MISSION' section contains the following information: Mission ID 3231052 (Assigned), Mission date 11/06/2025 11 a.m., Agent name spotless.trio, Cleaning type Full, Bedding type Property manager bedding, and Checklist (Other) View results. A red arrow points to the 'View results' link with the text 'Mission sub-type is now displayed here'. The 'NEXT CLEANING MISSION' section states 'No upcoming cleaning mission scheduled'.

Moved "Display Exact Location to Guest" Setting

- The "Display Exact Location to Guest" option has been moved from Airbnb Parameters to Guest Control > Airbnb Only.
- This change prepares for upcoming support of a very similar feature on Booking.com, allowing per-platform control.

Reminder : This is located in the Rental Form > Platforms tab.

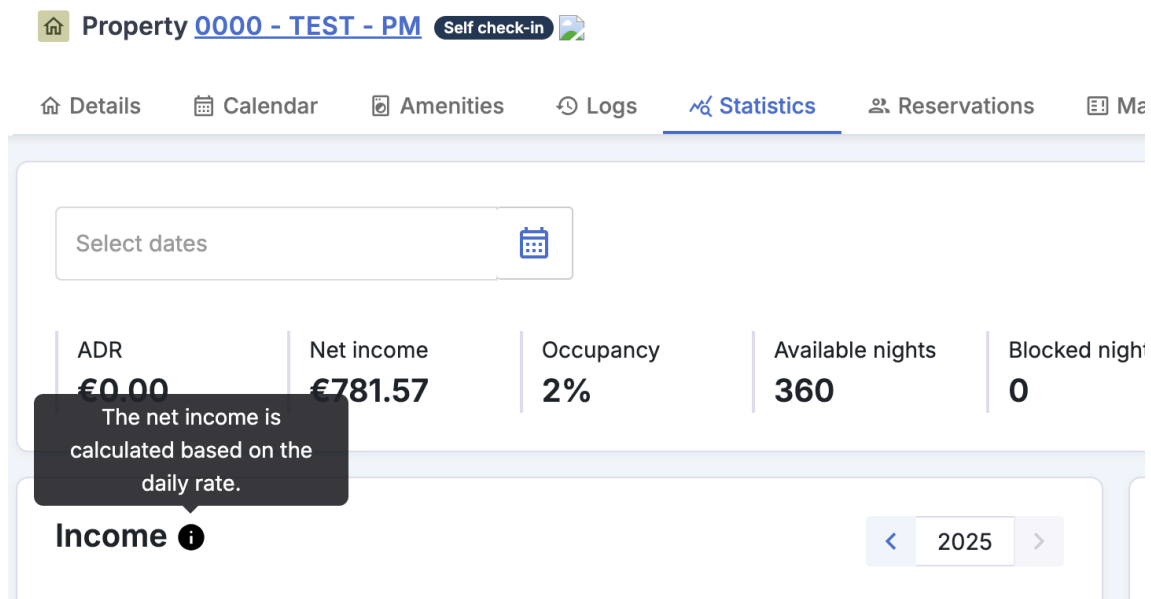
Note: The Booking.com version is pending a fix on their side. We'll enable it as soon as the issue is resolved. It will be located in Guest Control > Booking.com only.

The screenshot shows the 'Airbnb only' settings section. It includes a text input field for 'Why are children/infants not allowed?' with the placeholder 'Write details here'. Below this is a 'Pet capacity' section with a text input field set to '0' and a note 'Pet capacity must be between 0 and 5 if pets are allowed on the property.' At the bottom, there is a toggle switch for 'Display exact location to the guest' with the description 'Display the exact location of the property to the guest before the reservation is taken'. The toggle switch is currently turned off.

Statistics page - Income card / added info icon with tooltip

- New Info icon in the Income card title

- Tooltip added: "The net income is calculated based on the daily rate."

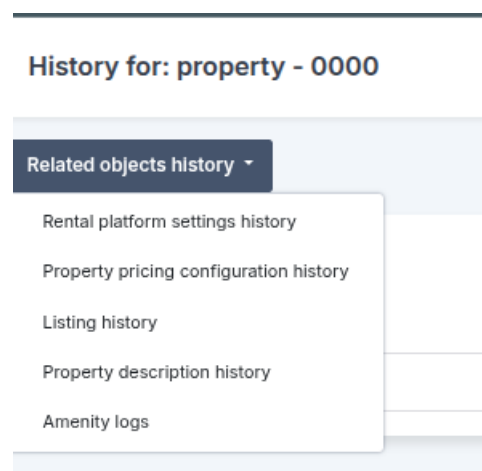


Property form - Logs

We have added logs and corresponding pages to track changes for the following items:

- Amenities: we display new amenities and deleted amenities
- Description: we display new description added (but not deleted descriptions)
- Listings: we display new info about listing added (but not deleted listings)

Note that the logs are stored in our database only from today and for 1 year only.



Owners

Pending top-ups voided once owner balance is cleared

If an owner balance becomes null or positive, system will now automatically remove the unpaid top-ups.

Before: Even if owner balance was later settled to zero or more, the **top-up link and the alert message on their owner space stayed visible**, as if they still had to pay.

Now: We've added an **automatic hourly clean-up**. Every hour, if an owner's balance is **zero or positive**, the system will:

- Voids any unpaid top-ups
- Adds note "Automatically voided" - visible from the history
- Remove the banner on owner space

Owner space - Reversed VAT rates display fixed

Before: In Owner space we showed the wrong VAT percentages (note: amounts were always correct).

- Rental income incorrectly used `Office_vat_rate`
- Platform cleaning fees incorrectly used `Guest_vat_rate`

Now: We've reversed the VAT rate. Now both places display correct VAT rate:

- Reservation page
- Accounting > Transactions tab

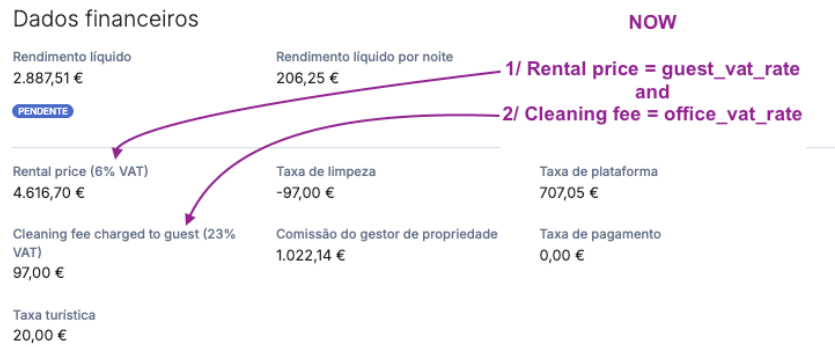
So now:

- `Office_vat_rate` applied to cleaning fees
- `Guest_vat_rate` applied to rental income

We've also fixed a UI bug, now all VAT rates are shown as whole-number percentages (e.g. `23` % instead of `0,23%`).

Dados financeiros			
Rendimento líquido		Rendimento líquido por noite	
138,72 €		46,24 €	
PENDENTE			
Preço do arrendamento (IVA 23%)		Taxa de limpeza	Taxa de plataforma
197,00 €		-30,00 €	34,05 €
Cleaning fee charged to guest (6% VAT)		Comissão do gestor de propriedade	Taxa de pagamento
30,00 €		24,23 €	0,00 €
Taxa turística			
18,00 €			

BEFORE

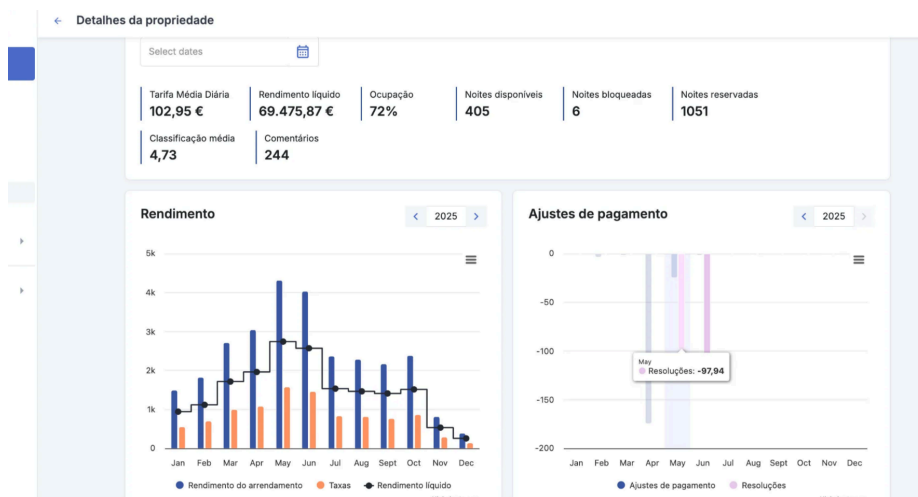


Owner Space - Payout Adjustment/Resolutions graph – owner charges only

Before: The “Payout Adjustment” bar chart showed every Resolutions, even those charged/transferred to the Property Manager. Owners saw numbers that didn’t belong to them.

Now: We display only the amounts actually charged/transferred to the Owner.

PM-only costs stay hidden, so the figures match the Owner’s wallet.



Owner space - index page

The warning “'Inline calendar' has been moved into 'Calendars' section.” has been removed, as the change has now been done a long time ago.

Guests

How to check-in section is now open by default

In the guest space, we now display the *How to check-in* section open by default.

Previously, guest had to click on “+” to extend the section.

BookingPropertyExtras

BEFORE YOUR ARRIVAL

!

Add details required for check-in

!

Missing details

Make sure you check all the marks below, no later than 28 June at 08:00 GMT+1. Only then can we provide you with the check-in instructions.

✓

Booking paid

✓

Add missing details

?

Register guests →

CHECK-IN

📅

Mon 30 June

🕒

Arrival time 15:00

—

How to check in

🔒

Lock box code:

📋

Check-in instructions (English):

1. When you arrive at the building, enter the code 2028# on the keypad to your right and open the door.

2. Go down the steps and use the stairs to the 2nd Floor, Room 23.

3. Enter the code 9071# on the keypad on the handle and open the door.

📋

Check-in instructions (local language):

1. Chegando ao edifício, introduza o código 2028# no keypad da sua direita e abra a porta.

Guest space / Pre Check-In form and Guest registration - Improvements

Issue: missing option to return to guest space, from Pre Check-In form

What's new:

- breadcrumbs added to both forms
- headlines has been removed for both forms

PCI

GUEST READY

HELP

EN

MY BOOKINGS

☰

Booking 12345 / Add missing details

📅

Your arrival

!

Arriving outside of check-in hours?

You can check in at XX:00 at the earliest. Early check-in is not possible at this point.

⌚

Arrival time*

⌚

Select time

⌚

How will you arrive?

⌚

Select

Check-in is available between X-00 - X-00

Help us tailor your recommendations.

🏠

★ 5.0

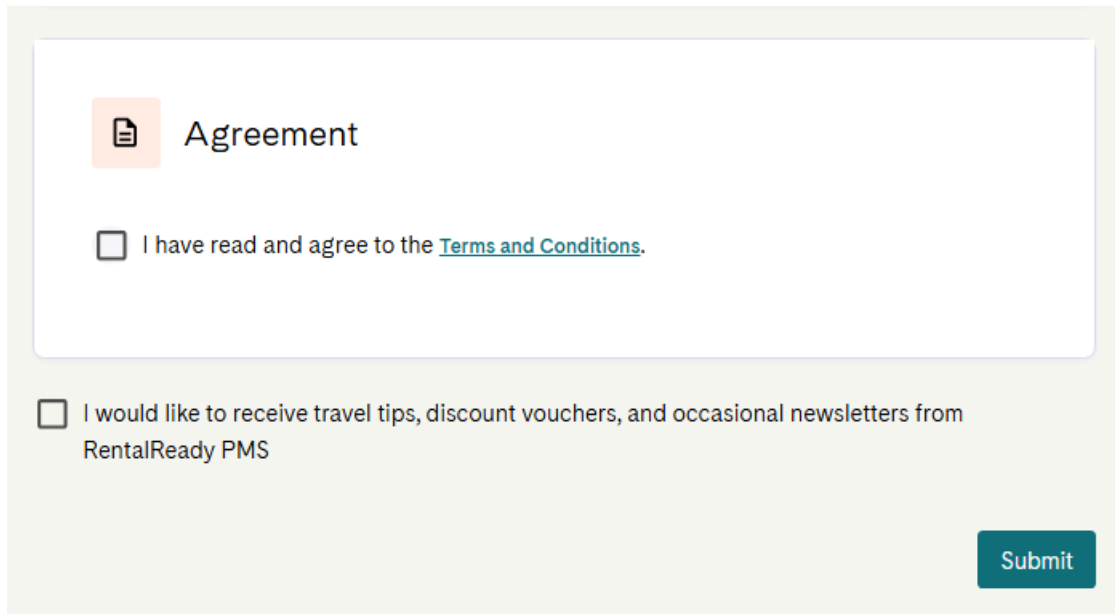
Guest Space: Pre check-in form Terms&Conditions

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We've added a new office setting for the Guest Space pre check-in form, allowing to request that guests agree to the Terms & Conditions before submitting the form.

If enabled, this will add a new section *Agreement* to the pre check-in form, where the T&C agreement checkbox will be displayed.



The screenshot shows a form titled "Agreement" with a document icon. It contains two checkboxes. The first checkbox is labeled "I have read and agree to the [Terms and Conditions](#)." The second checkbox is labeled "I would like to receive travel tips, discount vouchers, and occasional newsletters from RentalReady PMS". A teal "Submit" button is located at the bottom right of the form.

Agreement

☐ I have read and agree to the [Terms and Conditions](#).

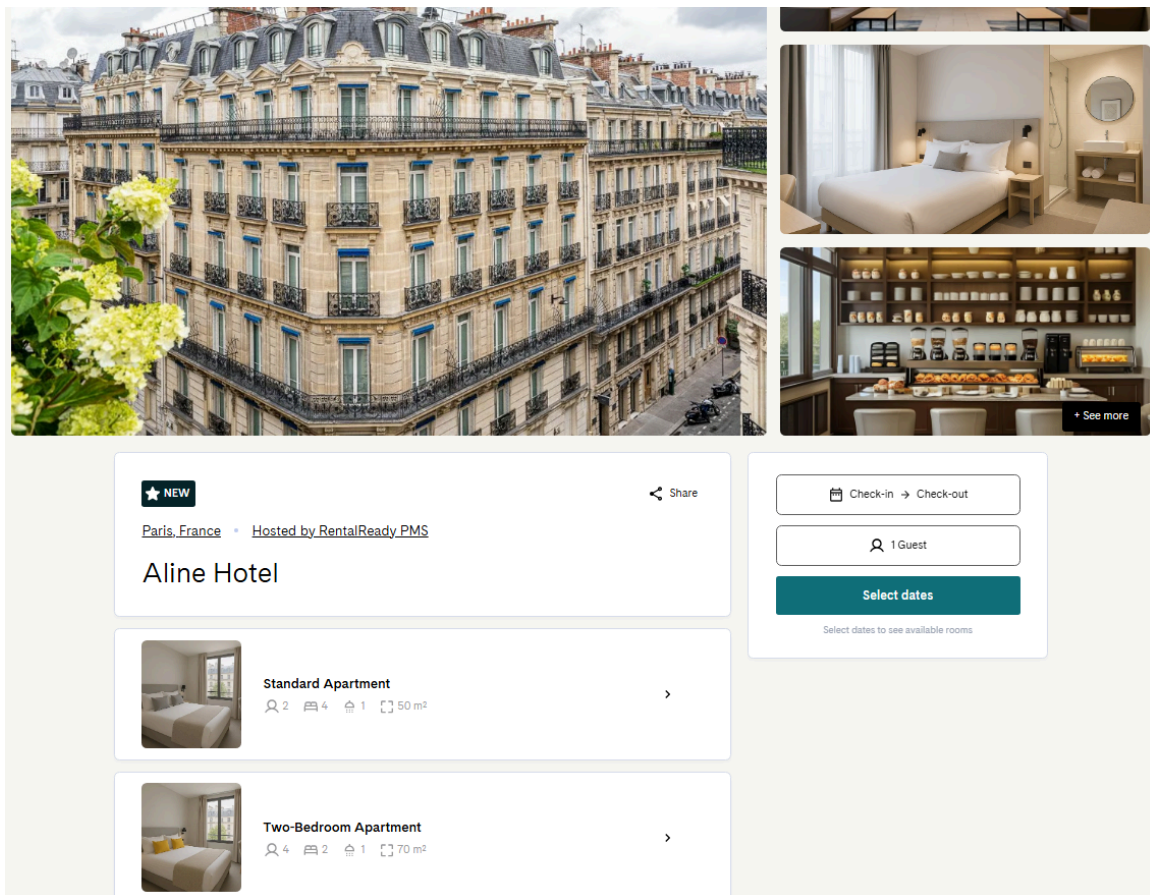
☐ I would like to receive travel tips, discount vouchers, and occasional newsletters from RentalReady PMS

Submit

Direct Booking Website

Hotel pages on direct booking websites

- We've added hotel pages on direct booking websites. From the hotel page, users are able to select dates and see available rooms
- On hotel room pages, users are able to see other available rooms in the same hotel
- Hotel pages will be visible if a hotel has 3 or more rooms listed on a direct booking website
- The booking process remains the same as for normal properties — guests should book via the hotel room page, it's not possible to make a booking directly from the hotel page



Property floor is not displayed for hotel rooms

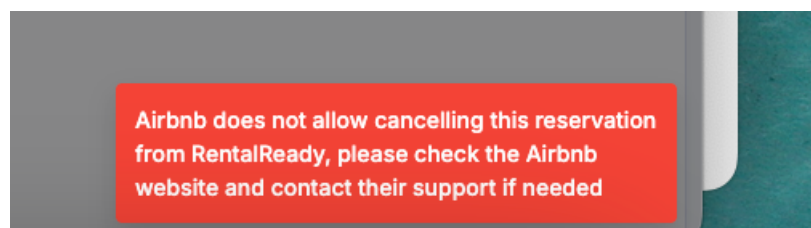
For properties which belong to a hotel, we have removed the display of the floor number on direct booking websites, since reservations can be moved between rooms on different floors

Reservations

Airbnb Reservation Cancellation in RentalReady

For some Airbnb reservations, it may not be possible to select a cancellation reason in RentalReady. This is expected behavior and means that the reservation cannot be cancelled on Airbnb either.

As we want RentalReady to always reflect the actual status on the OTA, and to avoid any risk of being penalized or banned by Airbnb, you do not need to contact Support in these cases. Instead, please reach out directly to Airbnb so they can handle the cancellation. Once processed, the cancellation will be automatically reflected in RentalReady as expected.



Pricing

Ability to unblock dates in the past

It is now possible to unblock dates in the past.

Calendar notes for price updates

A new Notes field has been added to the pricing update form in both the property calendar and the global calendar. Users can now add notes when updating prices.

These notes are displayed in the logs, similar to the calendar block/unblock notes.

Additionally, a new setting called Pricing update notes mandatory for staff users has been added at office level, to make the notes required for price updates. It is set to false by default.

The notes field is also available to owners who have permission to update their prices.

Manage your calendar ✕ Close

Block/unblock Update the price Update booking rules Details (suggested price)

From To

Price per night

☐ Test computed price

☒ Custom price

EUR

Notes

Please include any required notes

Please make sure you provide ALL relevant information

Discard Save changes

Extra Fees - New VAT fields

You can now add VAT to your extra fees.

Before: Extra fees had a single "Fixed amount" field. No VAT could be recorded; the figure sent to Airbnb & Booking.com was always treated as gross.

Now:

- New "Net amount" field – enter the fee excluding VAT

- New optional "VAT rate" field – store any tax rate (e.g. **0.20** for 20 %). Leave blank for 0 %.
- "Fixed amount" renamed to "Gross fixed amount" – this is read-only and auto-calculates: $\text{Gross} = \text{Net} \times (1 + \text{VAT rate})$. This is the value pushed to OTAs

Additional info:

- Available at both Office and Property levels
- VAT rate is not sent to OTAs – only the calculated gross amount is synced
- Blank VAT field = 0 % (net and gross will match)

Extra fee

Fee type

Linen fee

Name of fee

Linen fee

Collected money should be sent to:

☐ Owner
 ☒ Property manager

Reservation platform

AIRBNB

Charge with

Fixed amount

Net amount

100

VAT rate

0.2

For 20% VAT rate use 0,20

Fixed amount

120,00

This amount includes VAT if applicable, field is read only

Charge option

Per guest

Add platform setup

Save

+ Add extra fee rule

New: Add customised VAT to your Extra Fees !

Finance

New setting : automatic capture of Stripe Security Deposits

You can now set automatic capture of Security Deposits at the office level.

Before:

- By default, we use **pre-authorization** deposits:
 - The money is only *blocked* on the guest's card (*not really taken*)
 - It expires automatically after 7 or 30 days (*depending on the Stripe account*)
 - After expiry, it is no longer possible to collect the deposit
- It was possible to **capture** (charge) the deposit manually, but this required someone to do it on time

Now: To solve this, you can automate the capture of Security Deposits

Instead of just blocking the money (pre-auth), we now offer a setting to charge the guest's card automatically.

New Capture strategy:

- Never capture a security deposit automatically
- Capture each security deposit systematically
- Capture if booking is more than X days
 - when selected, you can choose the number of days (default: 19)

Bug fix: platform fees now calculated correctly when rental income is edited

Before: When editing a reservation, updating the rental income would recalculate the platform fee incorrectly.

It only considered the rental income and ignored the cleaning fee, even when the setting in Reservation platform rule clearly stated that fees should be based on rental income + cleaning fee.

Now: When you edit the rental income or the cleaning fee in the reservation or relocation forms, the platform fee will be recalculated using the correct formula set at the platform level.

Platform filter logic - Fixed

Before: On the brand new *Missing Payment page*, the Platform filter could show irrelevant platforms or hide valid ones.

Now: For more clarity, the filter dropdown now shows only platforms that have at least one booking in your Property Manager's scope.

Old "Missing Payments" page was removed

We've officially removed the old page. From now on, please use the new Missing Payment Dashboard under Finance → Missing Payment (Beta).

Protecting wrong currency pay-ins

Before: The system assumed that, for any booking, all pay-ins (from OTAs) used the same currency.

However, it sometimes happened that a refund or adjustment arrived in a different currency from the booking's.

Now: The system checks the currency on every pay-in item.

Artificial Intelligence

Mailbox - MAIA holds back when Humans wants to reply

In the mailbox, human agents often add an internal note to assign a conversation to themselves before drafting a reply.

Before: MAIA used to ignore these signals and still send its automatic response, causing duplicate or conflicting information and wasting effort.

Now: Just before posting, MAIA refreshes the conversation and replies only if both of these are true:

- Automatic Reply is still enabled
- Last message is not from staff

If either condition fails, MAIA stays silent but automatically unsnoozes the conversation so agents can reply uninterrupted.

Inquiry chaser updates and bug fixes

Various updates and bug fixes have been deployed relating to the inquiry chaser feature:

- A new setting has been added to the AI Agent Configuration to toggle this feature on or off (currently only configurable by RentalReady Support)
- A bug has been fixed where the chaser message included a copy of the guest's message
- A bug has been fixed where the the chaser message was generated and sent twice at the same time
- The signature used in the message is taken from the AI Agent Configuration so that it is the same as for the automatic replies
- Additional checks have been added to avoid chasing the inquiry in the following cases:
 - The inquiry is more than 3 days old
 - The conversation is escalated
 - The last message is from the guest
 - The check-in date is in the past
 - The dates are no longer available
 - The guest has booked a different place

- The guest is blacklisted

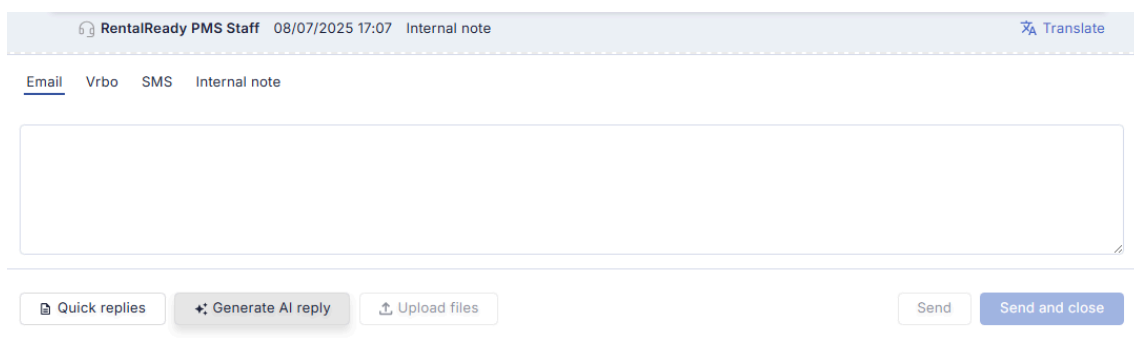
Maia bug fix: default discount policy is no discount

If there is no discount policy set at the office or multi-unit level, then previously Maia would offer discounts in some cases where the guest asked for it.

Now, Maia will default to politely declining the discount request.

Mailbox "Generate AI reply" and "Improve with AI" updated to use Maia v2

The buttons Generate AI reply and Improve with AI in the mailbox have been updated to use the new version of Maia. This feature now uses the same version of Maia as the automatic replies. This improves the speed and quality of the feature.



Security

Security Update – PDF Generation Overhaul

We've improved how we generate PDFs to ensure better security and long-term stability.

The legacy library RentalReady used, which is no longer maintained or receiving security updates, has been fully replaced a modern solution offering a more secure and flexible way of handling PDF generation, setting us up for better performance and easier maintenance going forward.

Security improvement on guest receipts

We've removed our internal Property ID

from all guest invoices and receipts - past and future. This helps protect your data and reduce cyber attack risks.



RECEIPT

2025/07/15

PAYMENT STATUS

Already paid — **£98.00**

GUEST

Xiaomei Liu

PROPERTY

Private Courtyard Room 1

OWNER

Oliver Evans
53 Lexington St

W1F9AS London

QUANTITY	DETAILS	UNIT PRICE	TOTAL
1	Trip from 13/07/2025 to 15/07/2025	£81.67	£81.67
1	Tourist tax	£0.00	£0.00
		VAT rate	20%
		Subtotal	£81.67
1	VAT trip	16.33	16.33
Total			£98.00

RentalReady API

Webhook auto-resend

A cron job now runs every 15 minutes, picks up any events still marked “not sent,” and resends them.

Integration

Hostkit integration - Smarter webhook processing + better error handling

Invoice webhooks now filtered properly.

Improved app resilience to incomplete data.