

PMS RentalReady Releases 04.2026 (April)

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General

1 - We've added passkeys as a new 2 Factor Authentication option in RentalReady

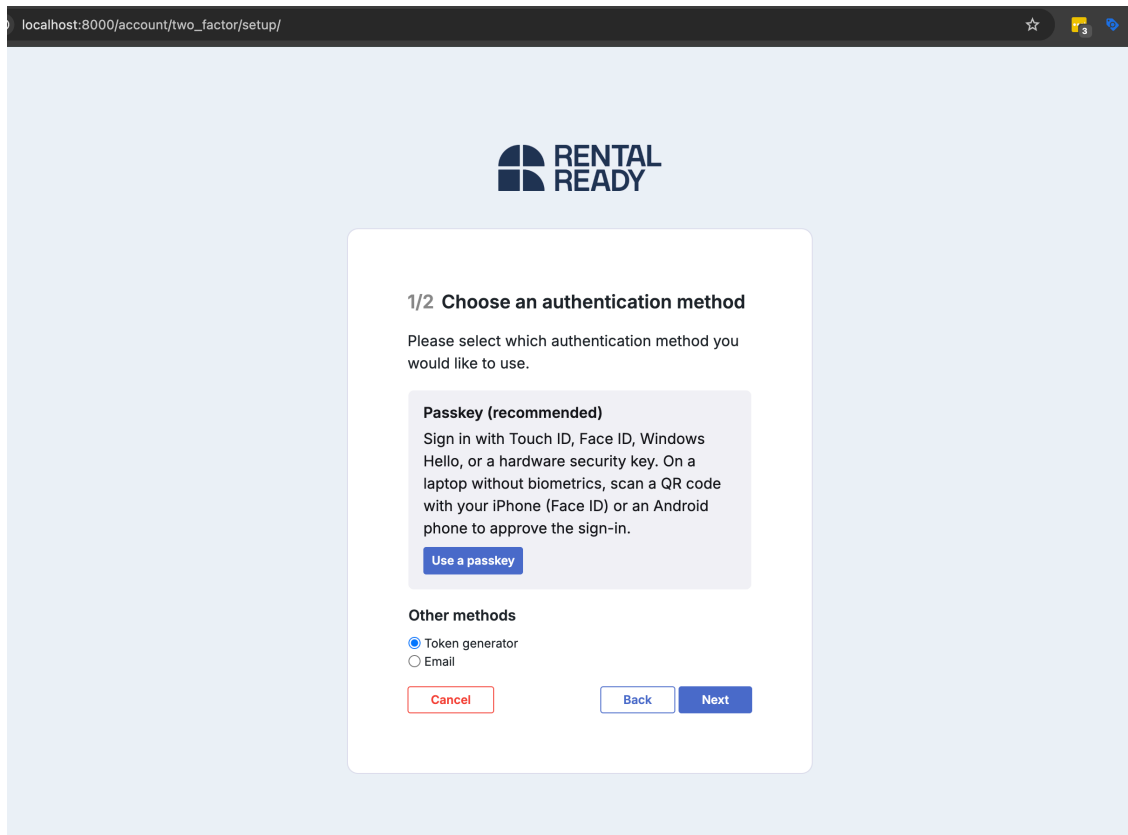
It's optional — your current Token generator or Email 2FA keeps working, so switch whenever you're ready!

Passkeys are more secure than codes: the credential is tied to your device or vault, nothing secret ever leaves it, and they can't be phished the way a password or code can. They're also faster — one tap with your face, finger, or vault unlock instead of copying a 6-digit code.

How to set one up:

- Apple-only users (Mac + iPhone, same Apple ID): iCloud Keychain works out of the box — set it up once with Touch ID / Face ID, it syncs across your Apple devices.
- Google-only users (Chrome + Android, same Google account): Google password manager does the same across Chrome and your Android phone.
- Password Manager: a passkey stored on passwords manager like LastPass works on any device where you sign in — laptop, phone, a new device you just unboxed — with no biometrics needed. Unlock your vault once and you're in.
- Hardware key users: YubiKey or any FIDO2 security key is also supported.

To enable, from RentalReady > My account > Two-factor authentication or go to https://pms.rentalready.io/account/two_factor/, disable your current 2FA, and set up a new one choosing Passkeys.



2 - Sidebar cleanup and "Guest mood" rename

We tidied up the sidebar and renamed Guest satisfaction to Guest mood:

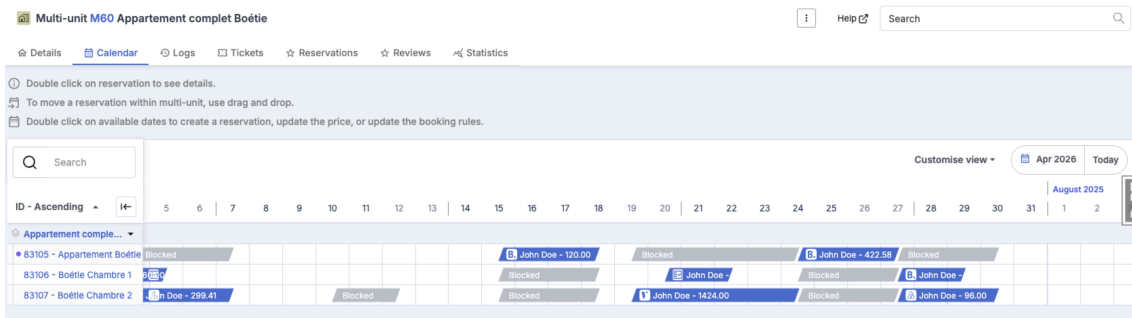
- Removed the standalone Quality sidebar section
- Moved its sub-items (Guest reviews, Guest mood, Owner reviews, Blacklist) under Reservations
- Renamed Guest satisfaction to Guest mood in both the sidebar and the page headline

Inline Calendar

New Logo Icons on Calendars

We've added brand-new logo icons across the Inline Calendar and Multi-unit Calendar. The Property Calendar icons were updated to use new logos as well.

- Supported platforms with new icons: Booking, Airbnb, GuestReady, Vrbo, Expedia, DBW (shared logo across all DBW)



Channel Manager

New Listing Status — “Failed to Onboard”

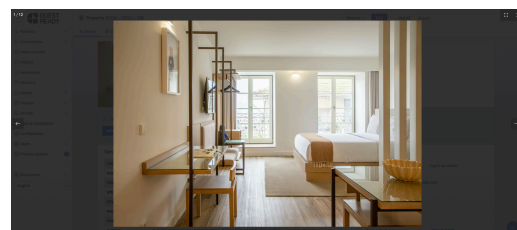
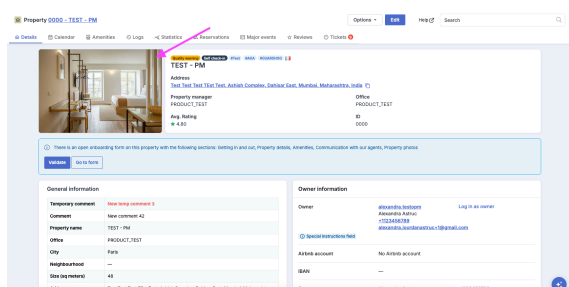
We’ve introduced a new listing status, “Failed to onboard”, to better capture cases where listings become stuck in the “New” state during onboarding without producing explicit system errors. Previously, some onboarding failures occurred silently, leaving listings stuck in “new” state. This update improves observability and debugging by explicitly marking these cases as onboarding failures. Example of common scenarios previously resulted in listings being stuck in “New” and are now properly surfaced as “Failed to onboard”:

- Booking.com
 - Authorization failures when accessing a hotel
 - Will now raise error message “Authorization error. Access denied for hotel 012345.” and status “Failed to Onboard”
- Airbnb
 - Properties that cannot be onboarded due to read-only access
 - Will now raise error message “Onboarding not permitted: read-only access prevents onboarding this property.” and status “Failed to Onboard”

Properties

1 - Property Photo Gallery

You can now view all property photos in a single gallery. Just click on the main image on the property page to open it.



2 - Amenity Metadata

We've rolled out a major upgrade to how amenities are modeled and managed in RentalReady. This update makes amenities more flexible, scalable, and better aligned with OTA requirements.

Structured Amenity Metadata:

Amenities such as *Swimming Pool*, *Parking*, *Jacuzzi*, *Breakfast*, *TV*, and more are now powered by rich, structured metadata. Each amenity can include detailed attributes like:

- Type (e.g. indoor / outdoor)
- Pricing (free / paid, including seasonal pricing)
- Privacy (private / shared)
- Schedule (availability and seasonal access)
- Features (heated, kids-friendly, covered, etc.)

Simplified Amenity Model:

- Removed the need for highly specific, hardcoded flags (e.g. `pool_outdoor_paid_seasonal`, `pool_indoor_kids`)
- Replaced with a single amenity + flexible metadata layer
- Makes the system easier to extend, maintain, and scale

Note: Legacy amenities are still available as they are required for the DBW. Full migration is in progress and expected to be completed by the end of the month. That's why you still have many parkings and many pools - it's temporary and the process will be automatic, no change required from you

Flexible Metadata Support:

Amenities now include a dedicated metadata structure that allows:

- Storing additional attributes without schema changes
- Faster iteration on new requirements
- Better adaptability to partner (OTA) integrations

OTA-Specific Enhancements:

The *Swimming Pool* amenity now supports up to 5 pools for [Booking.com](#)

- For other OTAs, only the first configured pool will be used

Metadata Support in API:

Amenity metadata is now fully exposed through the API:

- Retrieve structured metadata for each amenity
- Send and update metadata via API endpoints

Backward Compatibility:

Existing amenities have been seamlessly migrated to the new model. Example:

- `pool_indoor_seasonal` → *Swimming Pool* + metadata (`Indoor` , `Seasonal`)

Available Metadata:

Swimming Pools (`swimming_pool_1-5`)

- access_type
 - `INDOOR`
 - `OUTDOOR`
 - `INDOOR_AND_OUTDOOR`
 - `UNKNOWN_POOL_TYPE`
- age_restriction
 - `ALL_AGES`
 - `ADULTS_ONLY`
 - `KIDS_ONLY`
 - `UNKNOWN_AGE_TYPE`
- pricing
 - `FREE`
 - `PAID`
 - `CHARGES_MAY_APPLY`
 - `UNKNOWN_PRICING_TYPE`
- privacy
 - `PRIVATE`
 - `SHARED`
- seasonality
 - `ALL_SEASON`
 - `SEASONAL`
- availability_months: `start_month` , `end_month` (when seasonality = SEASONAL)
- schedule: `start_time` , `end_time`
- features
 - `HEATED`
 - `INFINITY`
 - `ROOFTOP`
 - `SALTWATER`
 - `SUN_LOUNGERS`
 - `WATER_SLIDE`
 - `FREE_TOWELS`
 - `SUN_UMBRELLAS`

- SAFETY_FENCE
- SNAKE_TRAP
- SHALLOW_END
- PLUNGE_POOL
- POOL_HOIST
- POOL_LAP
- POOL_COVER
- POOL_TOYS
- POOL_VIEW
- POOL_BAR
- OLYMPIC_SIZE

Jacuzzi

- pricing
 - FREE
 - PAID
 - CHARGES_MAY_APPLY
 - UNKNOWN_PRICING_TYPE
- privacy
 - PRIVATE
 - SHARED
- seasonality
 - ALL_SEASON
 - SEASONAL
- availability_months: start_month , end_month
- schedule: start_time , end_time

Sauna

- pricing
 - FREE
 - PAID
 - CHARGES_MAY_APPLY
 - UNKNOWN_PRICING_TYPE
- schedule: start_time , end_time

Beach

- pricing

- FREE
- PAID
- CHARGES_MAY_APPLY
- UNKNOWN_PRICING_TYPE
- privacy
 - PRIVATE
 - SHARED
- is_beachfront: boolean

Beach Front

- privacy
 - PRIVATE
 - SHARED

Parking

- parking_type
 - DRIVEWAY
 - RESIDENTIAL_GARAGE
 - CARPORT
 - PARKING_LOT
 - STREET_PARKING
 - VALET_PARKING
- price_category
 - FREE
 - PAID
- is_on_premises: boolean
- is_private: boolean
- is_reservation_required: boolean
- features
 - VALET_SERVICE
 - ONSITE_STAFF
 - GATED_PARKING
 - SECURITY_CAMERA
 - EV_CHARGING_STATION
 - ACCESSIBLE_PARKING_SPOT
- number_of_spaces: integer

- name: `string`

Airport Transfer

- price_category
 - `FREE`
 - `PAID`
- transfer_type
 - `ONEWAY`
 - `ROUNDTRIP`

Breakfast

- price: `integer`
- breakfast_types
 - `CONTINENTAL`
 - `ITALIAN`
 - `FULL_ENGLISH`
 - `VEGETARIAN`
 - `VEGAN`
 - `HALAL`
 - `GLUTEN_FREE`
 - `KOSHER`
 - `ASIAN`
 - `AMERICAN`
 - `BUFFET`
 - `A_LA_CARTE`
 - `BREAKFAST_TO_GO`
 - `HOT`
 - `COOKED_TO_ORDER`
 - `SELF_SERVE`
 - `LOCAL_CUISINE_BREAKFAST`
- breakfast_food_item_types
 - `BREAD`
 - `PASTRIES`
 - `PANCAKES`
 - `BUTTER`
 - `CHEESE`

- COLD_MEAT
- EGGS
- YOGURT
- FRUITS
- COFFEE
- TEA
- HOT_CHOCOLATE
- CHAMPAGNE
- A_LA_CARTE
- LOCAL_SPECIALITY
- COOKED_MEAL
- JUICE
- JAM
- CEREAL
- schedule: start_time , end_time

Linen & Towels / Luxury Linen

- brand: string
- bed_linens_material
 - COTTON
 - EGYPTIAN_COTTON
 - FLANNEL
 - SILK
- features
 - CRIB_LINEN
 - FITTED_SHEET
 - TOP_SHEET
 - BLANKET
 - EXTRA_BLANKETS
 - PILLOW
 - MATTRESS_PROTECTOR

Wardrobe

- clothing_storage_types
 - CLOSET
 - DRESSER

- WALK_IN_CLOSET
- WARDROBE

Washing Machine / Clothes Dryer

- amenity_price: amenity_price type
- location
 - IN_UNIT
 - IN_BUILDING

TV

- size_in_inch: integer
- quality
 - HD
 - STANDARD
- services
 - AMAZON
 - APPLE_TV
 - CHROMECAST
 - DISNEY_PLUS
 - FIRE_TV
 - HBO_GO
 - HULU
 - NETFLIX
 - PREMIUM_CABLE
 - ROKU
 - STANDARD_CABLE
 - DVD_PLAYER

Sound System / Stereo System

- connectivity
 - AUX
 - BLUETOOTH
- brand: string

Game Station / Videogame Console

- game_console_types
 - NINTENDO_SWITCH
 - NINTENDO_WII

- NINTENDO_WII_U
- PS2
- PS3
- PS4
- PS5
- XBOX_360
- XBOX_ONE
- XBOX_SERIES_X
- VR_GAME
- E_SPORT_EQUIPMENT

Fitness Equipment

- equipment_types
 - ELLIPTICAL
 - FREE_WEIGHTS
 - STATIONARY_BIKE
 - TREADMILL
 - YOGA_MAT
 - ROWING
 - WORKOUT_BENCH

Baby Crib / Travel Cot

- size_type
 - STANDARD
 - MINI
- availability
 - ALWAYS_AVAILABLE
 - AVAILABLE_UPON_REQUEST
- crib_features
 - SHEETS_PROVIDED
 - ROOM_SHADES
- price_category
 - FREE
 - PAID
- privacy
 - PRIVATE

- **SHARED**

Baby Bath / Baby Monitor / Changing Table

- availability
 - **ALWAYS_AVAILABLE**
 - **AVAILABLE_UPON_REQUEST**

High Chair

- high_chair_type
 - **STANDALONE**
 - **FOLDING_OR_CONVERTIBLE**
 - **BOOSTER_SEAT**
 - **CLAMP_TABLE_SEAT**
- high_chair_features
 - **PADDING**
 - **STRAPS_OR_HARNESS**
 - **FOOD_TRAY**
- availability
 - **ALWAYS_AVAILABLE**
 - **AVAILABLE_UPON_REQUEST**
- price_category
 - **FREE**
 - **PAID**

Toys

- age_groups
 - **0-2**
 - **2-5**
 - **5-10**
 - **10+**

Air Conditioning

- ac_options
 - **CENTRAL**
 - **PORTABLE**
 - **WINDOW_AC_UNIT**
 - **SPLIT_TYPE_DUCTLESS**

Fireplace

- fireplace_types

- ELECTRIC
- ETHANOL
- GAS
- PELLET_STOVE
- WOOD_BURNING

Heating / Central Heating

- heating_options

- CENTRAL
- PORTABLE_HEATER
- RADIANT
- SPLIT_TYPE_DUCTLESS

Coffee Maker

- coffee_maker_types

- DRIP_COFFEE
- ESPRESSO_MACHINE
- FRENCH_PRESS
- KEURIG
- NESPRESSO
- POUR_OVER_COFFE

Oven

- oven_type

- SINGLE
- DOUBLE

- oven_materials

- STAINLESS_STEEL

Stove / Cooking Plate

- stove_type

- ELECTRIC
- GAS
- INDUCTION
- WOOD_BURNING

- number_of_burners: integer

- stove_materials

- `STAINLESS_STEEL`

Full Equipped Kitchen

- kitchen_type
 - `FULL_KITCHEN`
 - `KITCHENETTE`

Garden / Garden or Backyard

- privacy
 - `PRIVATE`
 - `SHARED`
- fenced: `boolean`

BBQ

- bbq_grill_types
 - `CHARCOAL`
 - `ELECTRIC`
 - `GAS`
 - `WOOD_BURNING`

Car Included

- price_category
 - `FREE`
 - `PAID`

Welcome Pack

- price_category
 - `FREE`
 - `PAID`

Massage on Request

- price_category
 - `FREE`
 - `PAID`

Babysitter Recommendation

- price_category
 - `FREE`
 - `PAID`

3 - Property audit page

The Property quality page has been renamed to Property audit and relocated. What's new:

- Renamed "Property quality" to "Property audit" across the page title, sidebar, and breadcrumb menu
- Added "Property audit" as a new tab on the Properties page
- Moved "Property audit" from the Quality menu to the Portfolio menu in the sidebar
- Removed the "Property audit" entry from the Portfolio section of the sidebar. It is already accessible as a tab on the Properties page
- Changed the Property audit page headline from "Property audit" to "Properties" to match the parent page
- The "Properties" sidebar item now stays highlighted when viewing the Property audit tab

PROPERTY	RATI...	OFFICE	MISSING AMENITIES	TICKETS	PROPERTY AUDIT
6176 - 38Riv Diamond	4.92/5	RENTALREADY-FR	77% Missing Broom Cooking plate Social distancing Stove Toaster Work Desk	83% Missing Cleaning and disinfection Professionally cleaned 3 open tickets Ticket 141735 Ticket 157632 Ticket 296697	Property audit 30/01/2024 Generate audit
6211 - Birdland Classic	4.64/5	RENTALREADY-FR	73% Missing Clothes Dryer Dishwasher Freezer Social	83% Missing Cleaning and disinfection Professionally cleaned 1 open ticket Ticket 206688	Property audit 27/08/2024 Generate audit

4 - Minimum Check-out Time

We Added "Minimum check-out time" to Rental form (previously only available at Hotel level).

Set a check-out range:

- Minimum Check out time = earliest check-out
- Maximum Check out time = latest check-out

Example: 05:00 → 11:00

Located at Rental Form → Platform tab

This is mapped with NextPax and Booking.com

The screenshot shows the 'Platforms' tab in a software interface. Under the 'Reservation parameters' section, there are several input fields: 'Minimum advance time (in hours)' with a value of 6, 'Minimum arrival time' with a value of 16, 'Maximum arrival time' with a value of 23, 'Minimum check out time' with a value of 10 (highlighted with a red box), and 'Maximum check out time' with a value of 11. A 'Check-in price (including VAT)' field is also visible at the bottom. The right sidebar shows a list of categories: A, Hi, Se, Pr, Int, M, Yo, Al, Li, St, and Nc, each with a corresponding icon.

5 - Office Amenities Revamp

We've simplified and upgraded how amenities are managed at the office level. The previous Mandatory and Highly Suggested pages are now unified into a single, streamlined Amenities page with a cleaner tab-based experience—plus powerful new metadata defaults.

Navigate to Offices → Amenities to access three independent tabs:

- Preselected – Automatically applied in the add-in-batch flow when configuring properties
- Suggested – Marked as recommended to guide Property Managers during setup
- Highlighted – Displayed under a new “Highlighted” category at the rental level

Amenities can belong to any combination of these tabs. Each tab saves independently, so you can switch between them without losing changes.

Metadata Defaults (Pill-Based UI)

For supported amenities (e.g. Swimming Pool, Parking, TV, Breakfast, BBQ, Heating), you can now pre-configure metadata directly at the office level. Then, when adding amenities in batch at the property level, it will use the pre-configured office amenities + metadata if such amenities are not currently in the property.

- Single-select fields (e.g. Privacy: Private | Shared) behave like radio buttons
- Multi-select fields (e.g. TV services: Netflix, Disney+, Apple TV) behave like checkboxes
- Long metadata pill lists collapse with a Show more / Show less toggle for better usability

Propagation to Rentals

- Configured metadata is automatically applied when amenities are added via the add-in-batch flow.
- Property Managers can still edit or override both amenities and metadata at any time after assignment.

Safeguards for Unsaved Work

- Per-tab Save & Discard – Only affects the active tab
- Unsaved changes warning – Alerts you when switching tabs or navigating away

6 - Property Audit bulk actions

We've added support for generating audits in bulk on the Property Audit page:

- Added checkboxes to the data table, with select-all in the header
- Added a Generate audit bulk action button next to Export, which appears once one or more rows are selected
- The bulk action runs asynchronously: each selected property gets an audit covering the past 6 months (or since its last audit, whichever is more recent), considering all ratings
- Properties without reviews in the date range are skipped automatically
- A toast confirms submission and the row selection is preserved (no page refresh)

Properties

Connect new listing Create new Help Search

All properties Property onboarding Listing synchronisation Platform notifications **Property audit**

Filters Clear all

46 results Generate audit Export CSV

	PROPERTY	RA...	OFFICE	MISSING AMENITIES	TICKETS	PROPERTY AUDIT	AC...
☒	6176 - 38Riv Diamond	4.92/5	RENTALREADY-FR	77% Missing Broom Cooking plate Social distancing Stove Toaster Work Desk	83% Missing Cleaning and disinfection Professionally cleaned	3 open tickets Ticket 141735 Ticket 157632 Ticket 296697	Property audit 30/01/2024 Generate audit
☒	6211 - Birdland Classic	4.64/5	RENTALREADY-FR	73% Missing Clothes Dryer Dishwasher Freezer Social distancing Stove	83% Missing Cleaning and disinfection Professionally cleaned	1 open ticket Ticket 206688	Property audit 27/08/2024 Generate audit

7 - Property Audit page filters

We added new filters to the Property Audit page and refined a couple of existing ones:

- New Property audit multiselect filter — Has no property audit / Has property audit older than 6 months / Has property audit within 6 months
- New Property audit created between date range filter with datepicker
- New Multi-unit filter, placed right after Property
- Renamed the Distinction filter to Premium property

8 - Amenities Migration & Cleanup

Follow up from this release #2 above, we've rolled out an update to standardize how amenities are managed across the platform. What changed:

- Granular amenities (e.g. shared pool, outdoor parking, streaming services) have been fully migrated into metadata

- New amenities with metadata were migrated from the old setup

Example of what it looks like now:

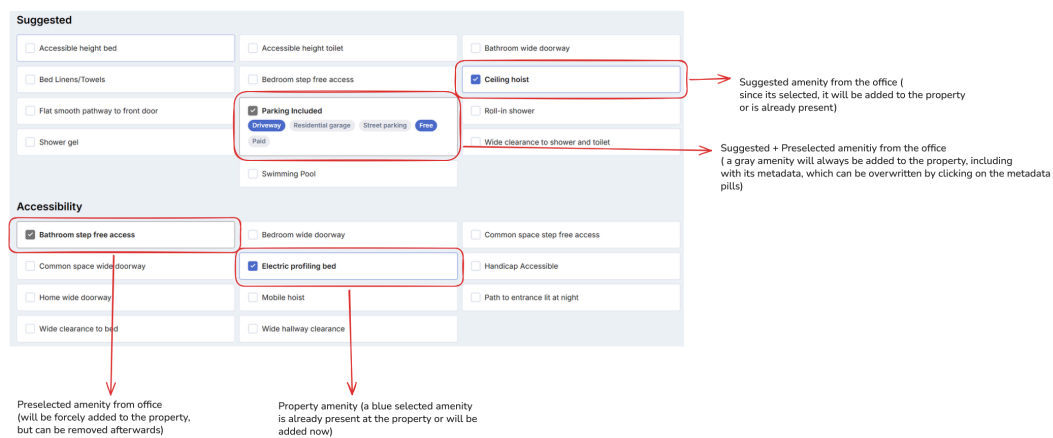
- Shared pool → No longer exists
 - migrated to **Swimming Pool** + **metadata: shared**

Note: Unfortunately, due to an oversight, we were unable to migrate photos and guest instructions associated with the old amenities to the new ones. These will need to be manually re-added if required.

9 - Amenities Batch Selection

We've improved the batch selection experience to make managing amenities faster and more intuitive:

- Batch selection page has been totally reworked for a smoother experience
- Get **suggested and preselected amenities + metadata** based on office configuration
- Quickly edit metadata directly via the **metadata pills**
- Amenities already selected at the property now display correctly with their associated metadata pills in the batch selection page.



Available properties

Added a multi-unit filter to the Available Property page

We added a multi-unit filter to the Available Property page, allowing users to filter results by multi-unit property group.

Available properties Help

Filters ^

Check-in / Check-out*
 2026-04-08 To 2026-04-08

Price between
 To

Nr. of guests:
 Nr. of bedrooms:
 Nr. of bathrooms:
 Office:

Multi-unit: →
 Neighbourhood:
 Postcode:
 Reference for distance:

☐ Show all available properties despite min. stay

More filters

Key strategy:
 Self check-in:
 Amenities:

Avg. rating:
 Premium class:
 Rental category:

Tags:
 Currency:
 Reservation platform:

Missions

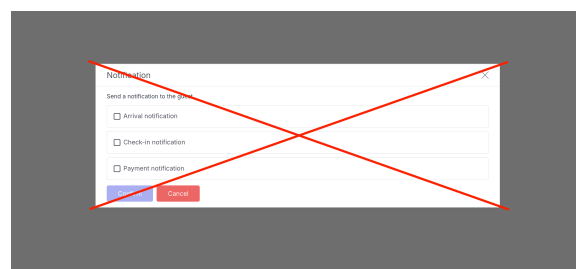
1 - Check-in dashboard now redirects to the automated messages section

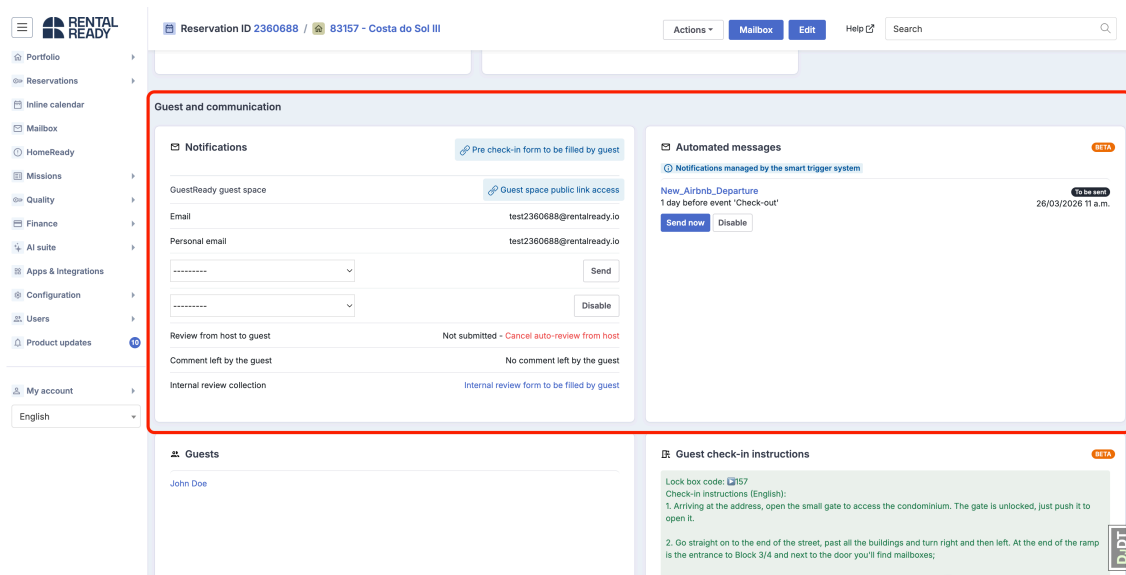
Previously, clicking on the "Notifications" button in the check-in dashboard opened a modal with 3 notification options. Now it opens the reservation detail page in a new tab, scrolled down to the "Guest and communication" section. There you can find all the guest notifications from the old rule system and from the new smart trigger system.

This is part of our effort to centralise the logic for the guest automated messages in one place with all the details about when notifications are sent, conditions, message previews, etc.

< Sunday, 22 March 2026 >						
AGENT	GUEST	ARRIV...	DEPAR...	GUE...	PLATFORM	OFFICE
da	UserAgent	John Doe			airbnb	MADEI...
...	+33659200981	+33659200981				Funchal
tal	...	John Doe			airbnb	MADEI...
...	+33659200981	+33659200981				Funchal

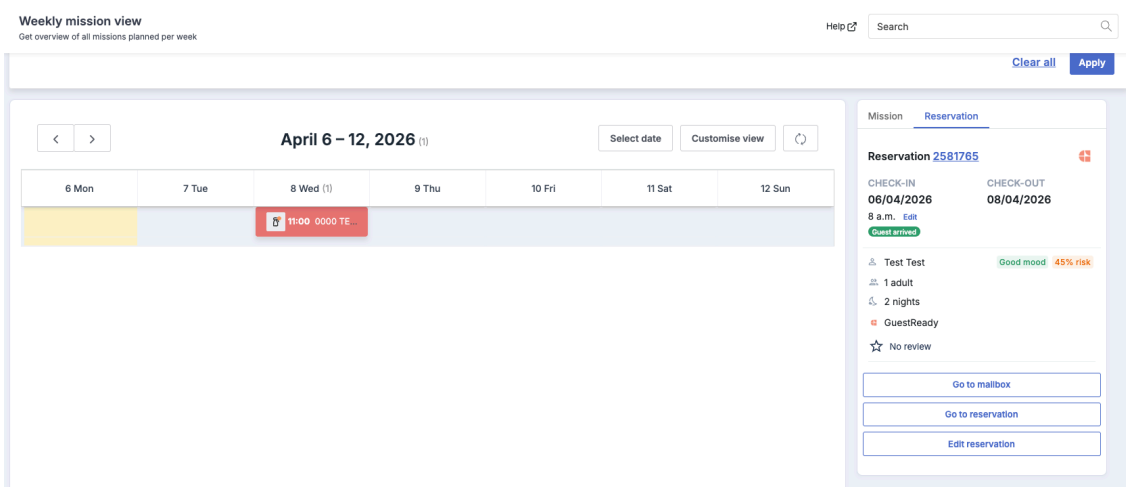
Update guest phone number
 Notifications...
 Update guest status
 Not arrived
 Arrived
 Self check-in





2 - Reservation Info in Weekly View (Cleaning Missions)

The Reservation Info tab is now available for cleaning missions in the weekly missions view.



3 - Request Extra Time Page for Staff Users

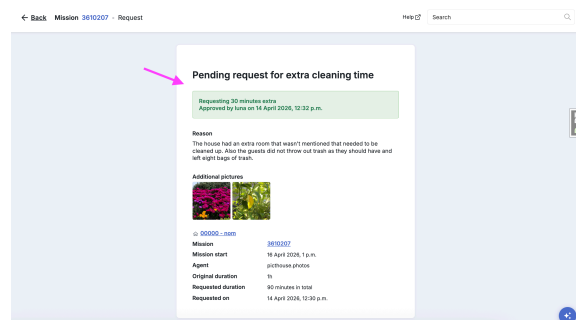
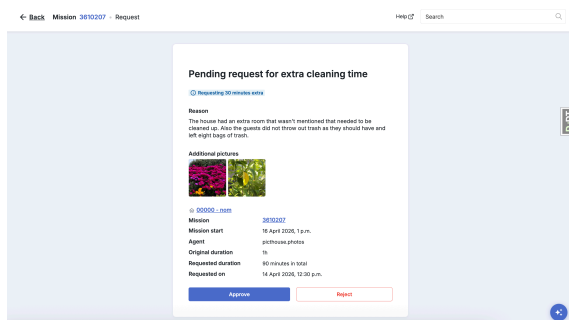
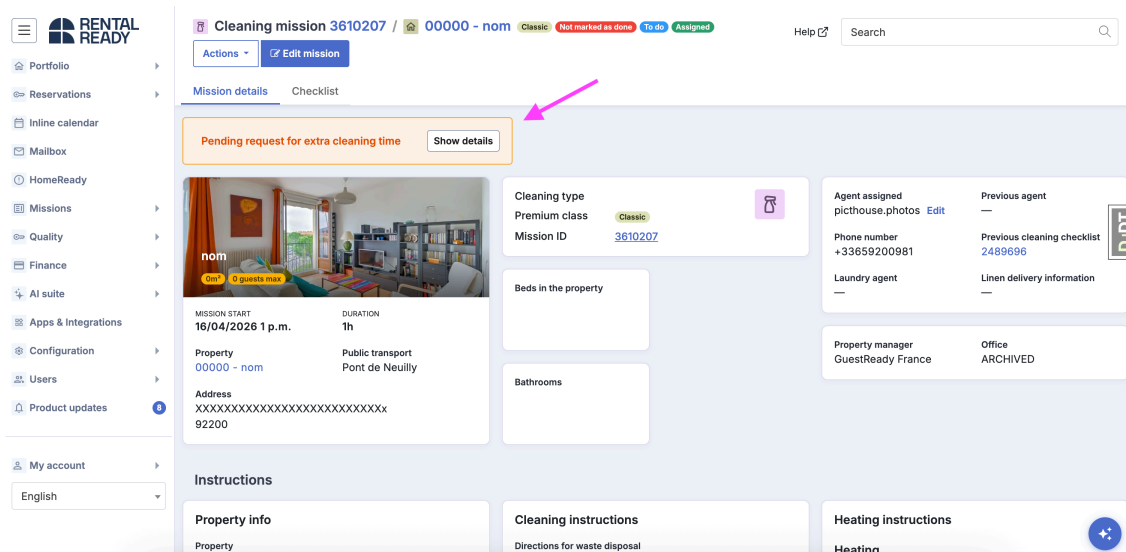
We've introduced a new Request Extra Time page, designed for staff users to easily review and manage agents' requests for additional cleaning time.

- View request details, including reasons and attachments
- Approve or reject requests in one place

View

- Attachments can be viewed in a gallery.
- Status alerts (pending / approved / rejected) are visible on:
 - Mission Details page

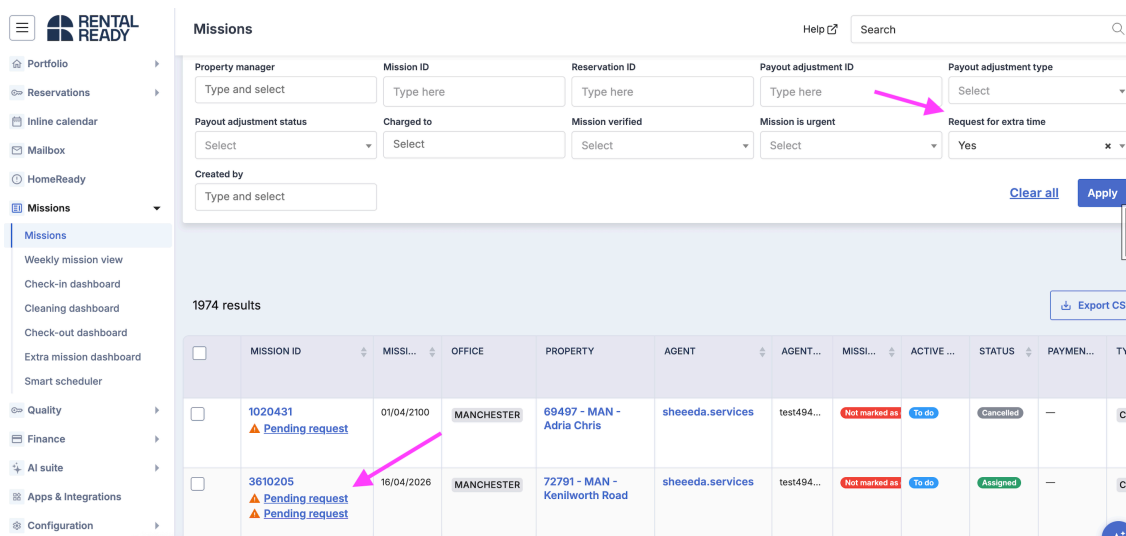
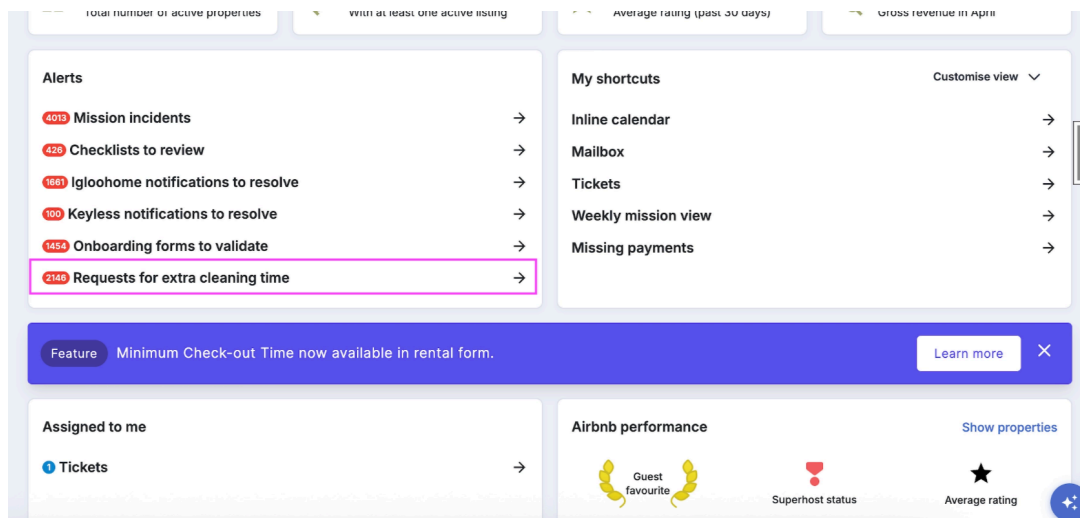
- Checklist Details page
- Weekly Mission view
- Each alert includes a “Show details” button linking directly to the Request page



4 - Extra Time Request Touchpoints

We've introduced new touchpoints for Extra Time Requests:

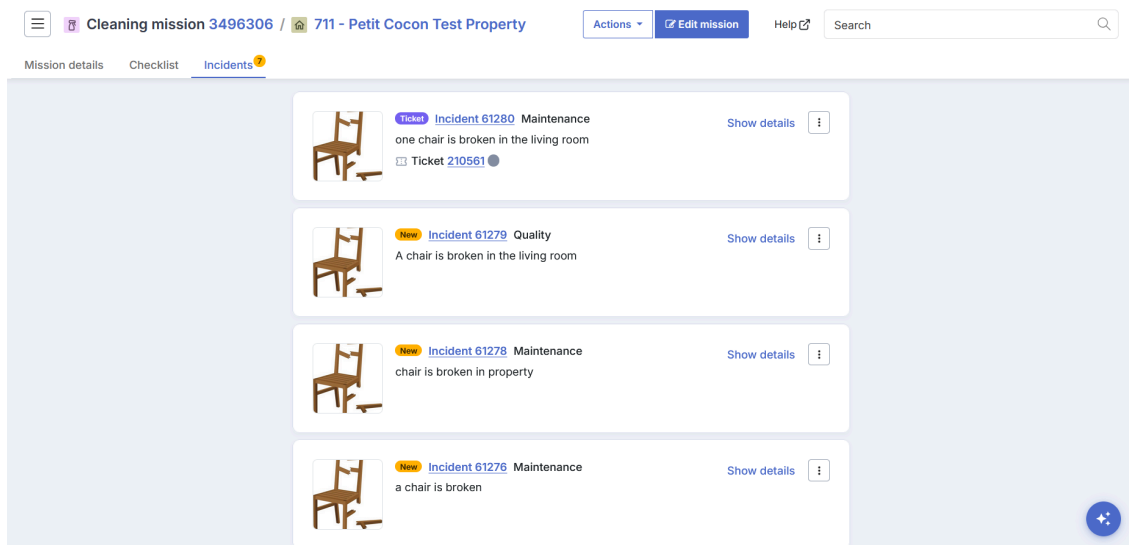
- You can now filter missions using the “Requests for extra time” filter on the Missions page
- The Homepage now displays the total number of Extra Time Requests (if any)
- Clicking this count will take you directly to the Missions page with the “Requests for extra time” filter automatically applied



5 - Incidents tab added to the Mission detail page

We added an Incidents tab to the Mission detail page, allowing support users to view incidents related to the mission directly from the mission details:

- Added an Incidents tab to the mission detail page
- Added incident cards to display incidents linked to the mission
- Added a gallery modal for incident attachments
- Added modals for Archive and Close incident actions
- Enabled the Incidents tab when the mission has one or more incidents
- Added a badge next to the Incidents tab showing the number of incidents with status New



HomeReady

1 - Updated the filter labels

We updated the font style of the Weekly Mission and Tickets filter labels to match the style used in the Properties filter.

We updated the font size and weight of the "Other" filter on the tickets page to match the rest of the filters.

2 - Transfer Files from Tickets to Missions

You can now easily transfer files from a ticket when creating a mission from it:

- No more downloading files from a ticket and uploading them manually to a mission
- Files can now be automatically copied to the mission during creation

How it works:

- When creating a new mission from a ticket, on the mission creation form go to the Mission Files section
- If the ticket contains uploaded files, you'll see a toggle: "Copy ticket files to mission files"
- Enable the toggle and submit the form

Notes:

- File copying may take a few minutes, depending on the number and size of files
- You need to refresh the mission page to see the uploaded files

Create mission for ticket 227980 Help  Search 

☐ Assign to account manager

Mission comments

Summary as displayed on owner invoice

Internal comment

External comment

Internal comment is visible to staff only

External comment is visible to staff and agent

Mission is connected to

Property

Type and select

Reservation

Type ID here

Ticket

Ticket 227980

Other

☒ Mission has been completed

☐ Mission is urgent

Assign an agent

Type and select

+

Mission files

+

Upload

+

Upload

+

Upload

+

Upload

+

Upload

☒ Copy ticket files to mission files

Files will be copied after the mission is created. This may take a few minutes.

Submit 

3 - Updated incident status labels and badges on the Incidents page

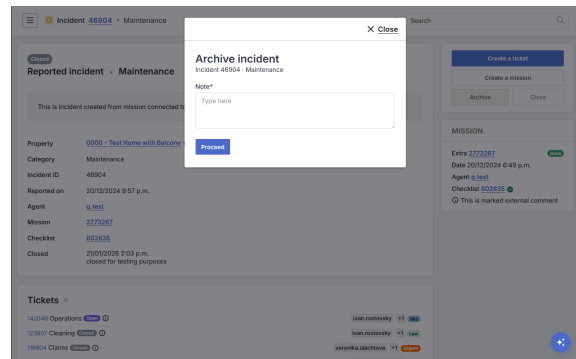
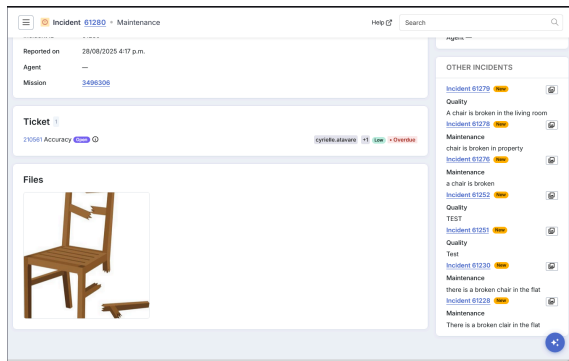
We updated the labels, badge text, and colors used on the Incidents page to improve consistency and clarity. We also updated the archive modal text to reflect the new wording:

- Renamed the Ignore / Ignored action and status badge to Archive / Archived
- Renamed the Ticket created status badge to Ticket
- Updated the incident badge colors
- Updated the archive modal title and body text from ignoring to archiving

4 - Incident detail page redesigned

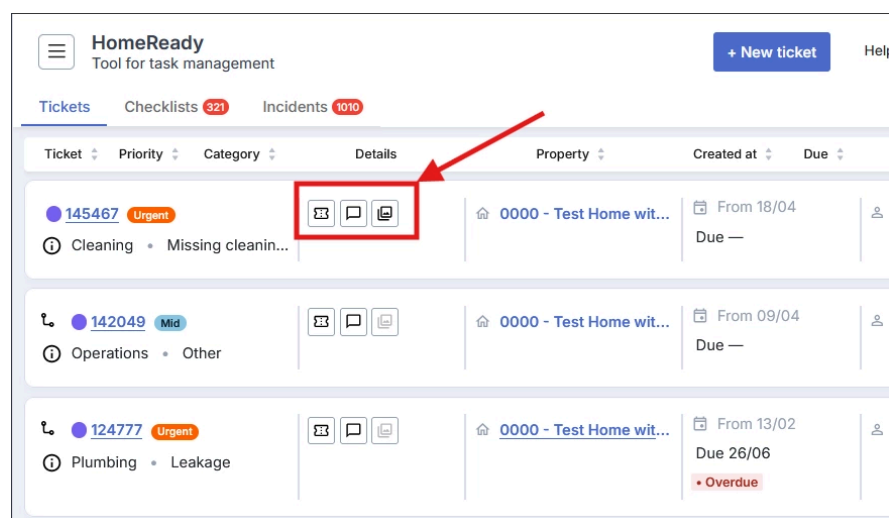
We redesigned the Incident detail page and added more contextual information, including mission details, property information, related incidents from the same mission, and ticket details:

- Added action and mission panel
- Added Other incident panel to show other incident belonging to the same mission
- Added gallery modal to view image attachments
- redesigned the page layout and updated the top bar design
- Updated the design for the status change modal
- Added a closing note when the incident is closed and an archive note when the incident is archived
- Added a Tickets card to show the tickets that have for that incident



5 - Updated padding on the Content button

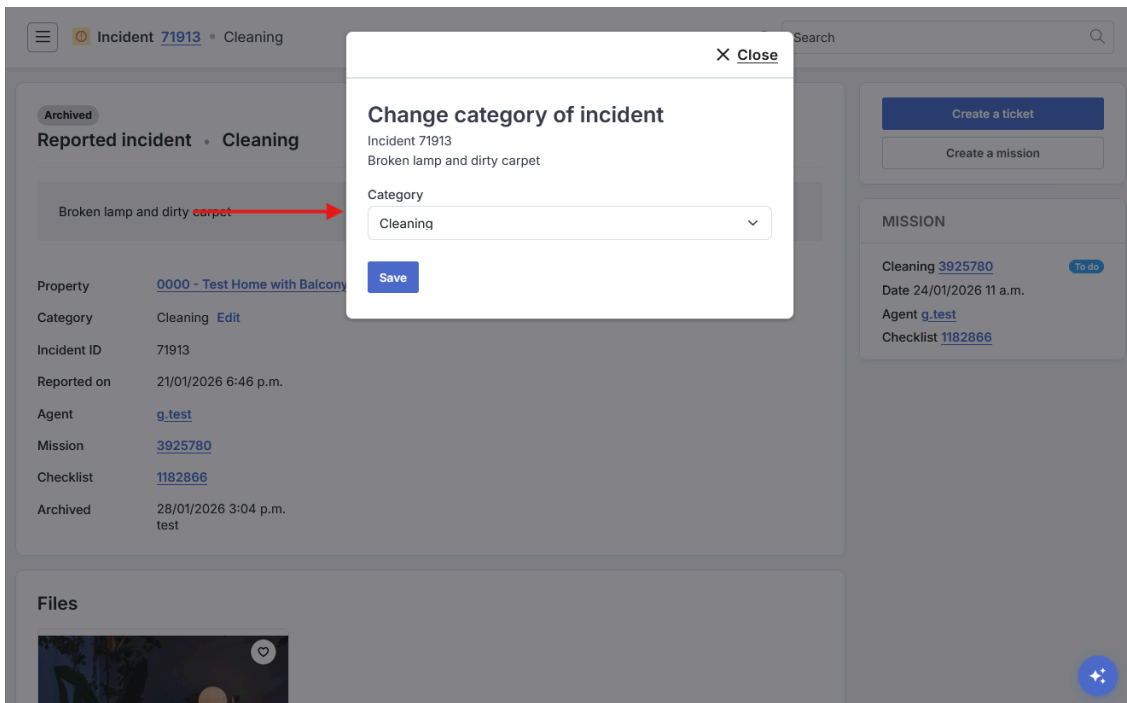
- We updated the padding on the Content button to give it a more square shape.



6 - Added incident category update modal

We added a category update feature to the Incident detail page, allowing support users to update the incident category through a modal:

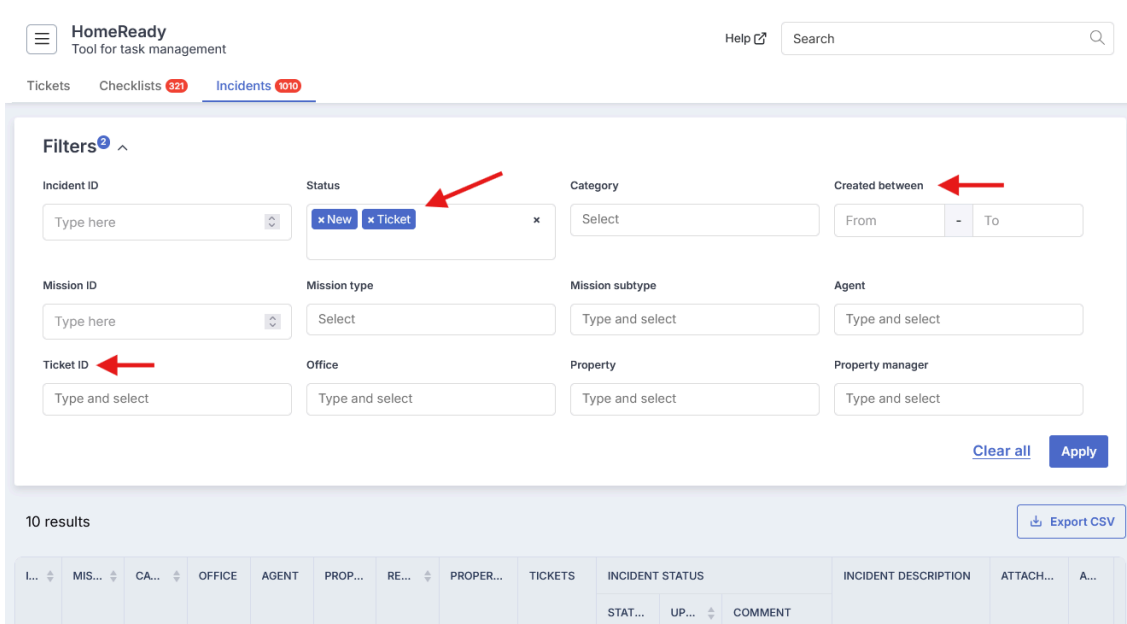
- Added an edit button next to the category on the Incident detail page
- Added a modal for updating the selected incident category



7 - Incidents filters layout and default statuses updated

We updated the Incidents page filters by reorganizing the filter layout and setting New and Ticket as the default selected statuses. What's changed:

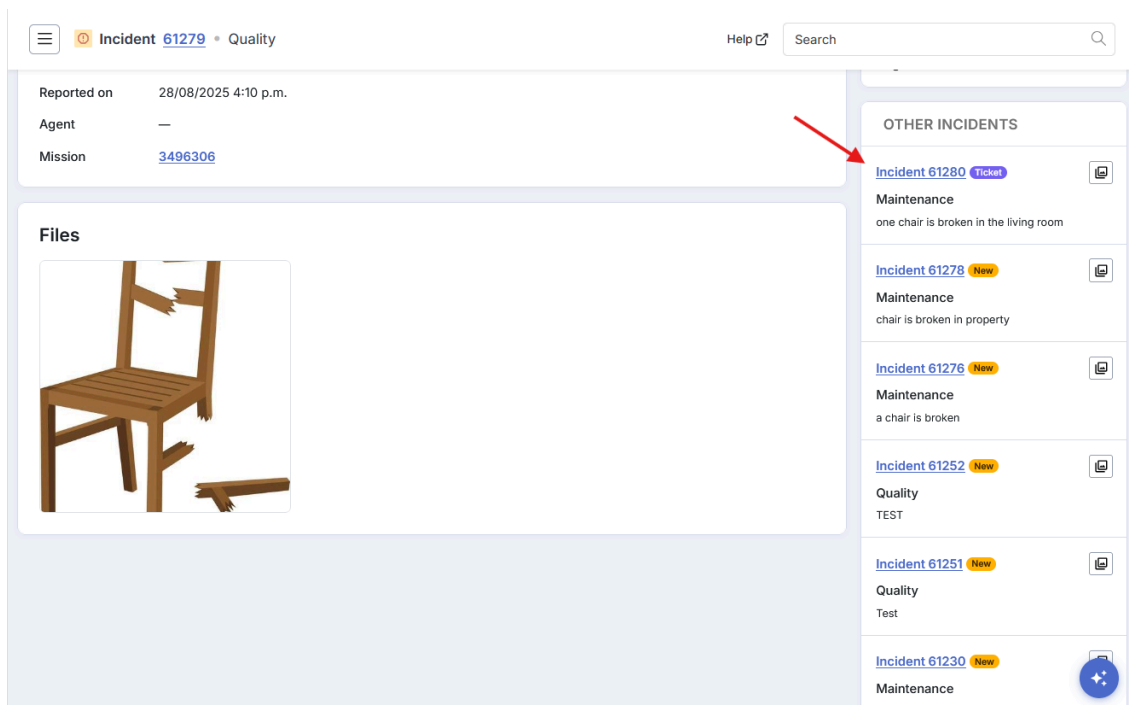
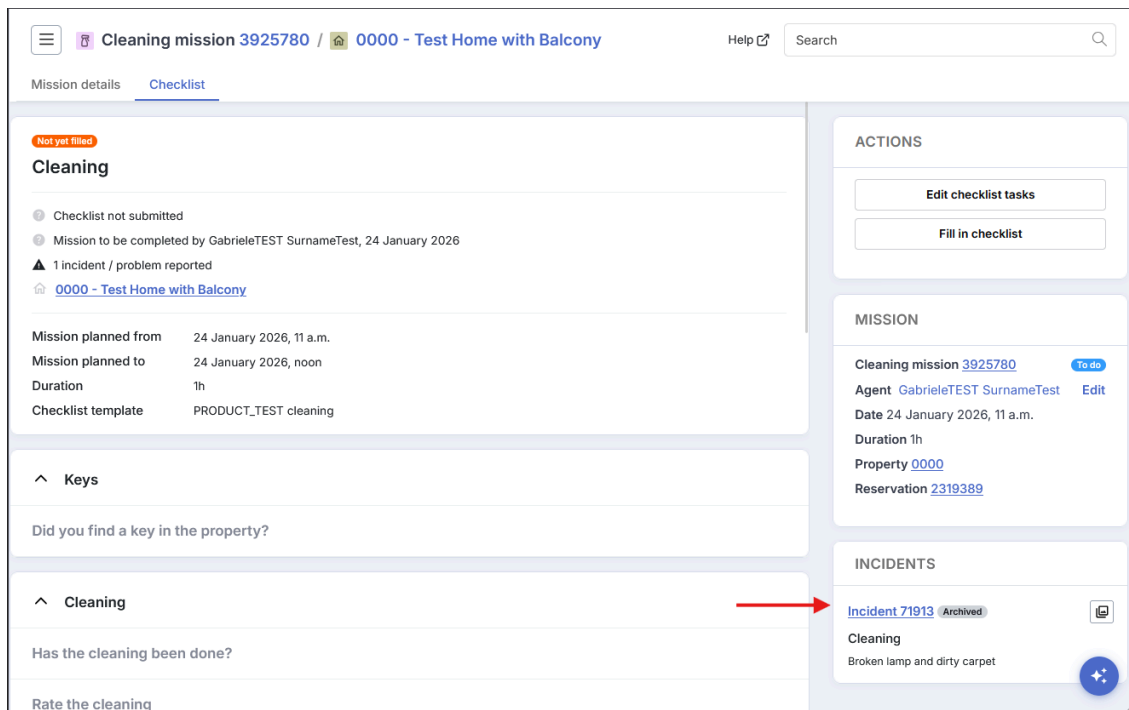
- Reorganized the order of the incident filter fields
- Renamed Creation date label to Created between
- Renamed Ticket label to Ticket ID
- Set New and Ticket as the default selected statuses



8 - Mission Checklist incidents card updated

We updated the incidents card design on the Mission Checklist page and made a minor update to the "Other incidents" card on the Incident detail page to keep the UI consistent:

- Updated the incidents card in the Mission Checklist sidebar
- Adjusted the UI of the "Other incidents" card on the Incident detail page to match the checklist incident card style



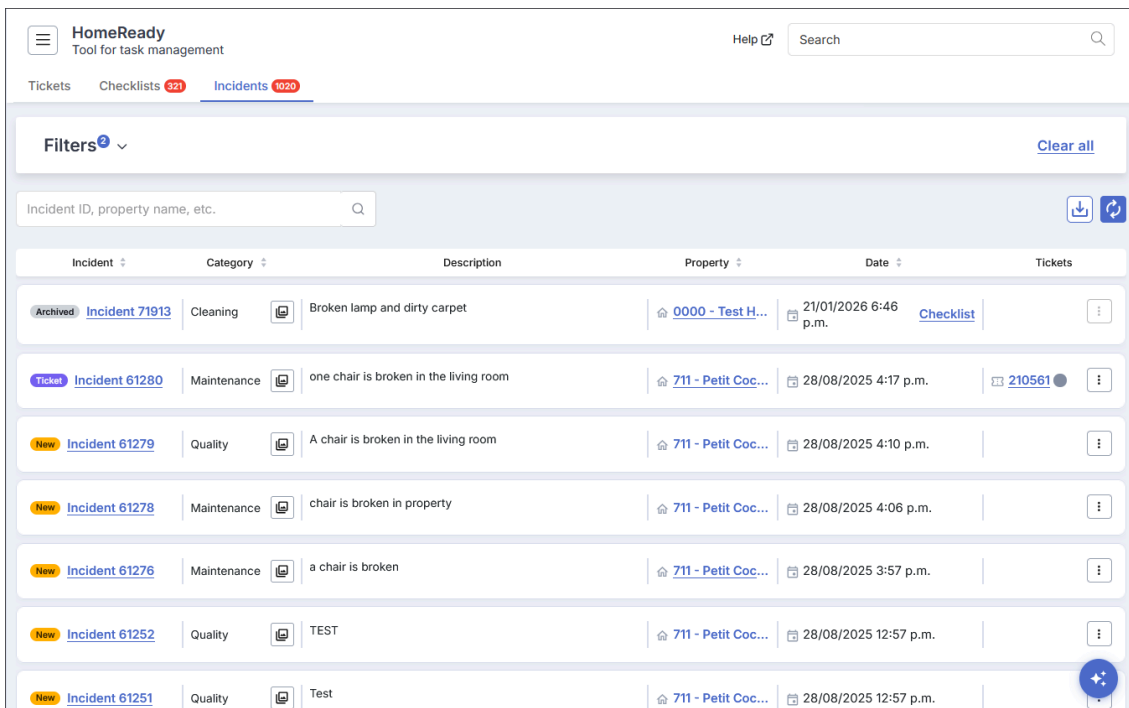
9 - Incidents index page redesigned

We redesigned the Incidents index page to improve usability and make incident information easier to scan. We also added support for updating the incident category directly from the page:

- Redesigned the Incidents index page with a responsive card layout
- Added a gallery modal to view incident attachments directly from the page
- Added a colored status indicator to incident cards on smaller screen sizes
- Added search, pagination, and a refresh button
- Updated incident action visibility based on incident status
- Redesigned the Close and Archive confirmation modals
- Added an incident category update modal

Action flow updates:

- The incident category is now clickable, allowing users to update it directly from the page
- Create a ticket is available only when the incident status is New
- Close is available when the incident status is New or Ticket
- Archive is available when the incident status is New, Ticket, or Closed



Incident	Category	Description	Property	Date	Tickets
Archived Incident 71913	Cleaning	Broken lamp and dirty carpet	0000 - Test H...	21/01/2026 6:46 p.m.	Checklist
Ticket Incident 61280	Maintenance	one chair is broken in the living room	711 - Petit Coc...	28/08/2025 4:17 p.m.	210561
New Incident 61279	Quality	A chair is broken in the living room	711 - Petit Coc...	28/08/2025 4:10 p.m.	
New Incident 61278	Maintenance	chair is broken in property	711 - Petit Coc...	28/08/2025 4:06 p.m.	
New Incident 61276	Maintenance	a chair is broken	711 - Petit Coc...	28/08/2025 3:57 p.m.	
New Incident 61252	Quality	TEST	711 - Petit Coc...	28/08/2025 12:57 p.m.	
New Incident 61251	Quality	Test	711 - Petit Coc...	28/08/2025 12:57 p.m.	

10 - Auto-close incidents when all tickets created for them are closed

Incidents are now closed automatically once all tickets created for the incident are closed.

11 - Updated the "Financial review" ticket status label

We updated the "Financial review" ticket status label to "Under financial review" for better clarity.

12 - Incident reports now support video uploads

We have added video upload support to the incident report form in the agent app.

What's new:

- Added video upload support on the incident report form
- Updated the upload field label from Pictures to Pictures / Videos

Where videos can be viewed:

- Incident detail – Files section: thumbnail visible, full playback via gallery modal
- Mission detail – Incidents tab: thumbnail visible, full playback via gallery modal
- Incident detail – Other Incidents section: accessible via gallery modal
- Incident index page: accessible via the gallery modal
- Checklist – Incidents section: accessible via gallery modal

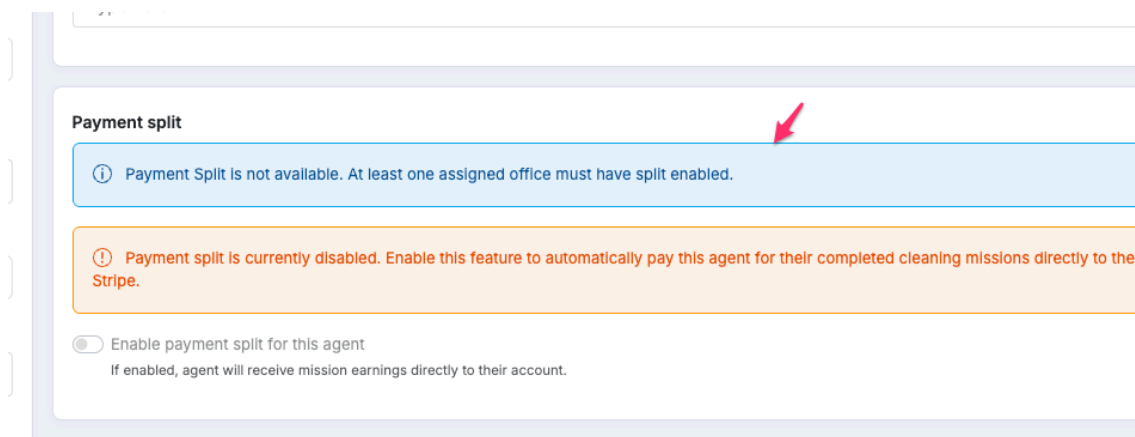
Agents

1 - Agent Form — Split toggle now validates office eligibility

The "Enable payment split" toggle on the agent form now requires at least one assigned office with split enabled. What changed:

- The split toggle is automatically disabled when no assigned office supports split
- A warning message is shown: "Payment Split is not available. At least one assigned office must have split enabled."
- The info note about mixed offices (some with split, some without) now only appears when relevant
- If the selected offices change and none support split, the toggle is automatically unchecked

Why: Previously, it was possible to enable split on an agent whose offices didn't support it, which caused Stripe Connect errors when trying to create accounts.



The screenshot shows a section of the Agent Form titled "Payment split". A red arrow points to a blue warning box with an information icon and the text: "Payment Split is not available. At least one assigned office must have split enabled." Below this is an orange warning box with an exclamation mark icon and the text: "Payment split is currently disabled. Enable this feature to automatically pay this agent for their completed cleaning missions directly to the Stripe." At the bottom, there is a toggle switch labeled "Enable payment split for this agent" which is currently turned off. Below the toggle, a note states: "If enabled, agent will receive mission earnings directly to their account."

2 - Agent split — New settings for split fee source and remainder destination

Two new settings have been added to the agent split configuration, giving property managers more control over how cleaning fee splits are calculated and distributed.

What changed:

- New setting to select the split fee source: invoiced cleaning fee (default) or platform cleaning fee
- New setting to select the remainder destination: Property Manager (default) or Owner
- Oversplit protection applies against whichever fee source is selected
- Existing setups are unaffected — defaults remain as they were

Why: When the invoiced cleaning fee is 0 but the platform cleaning fee is higher (e.g. 90 EUR), the split would fail because agent earnings exceeded the base. PMs had no way to control this. Now they can choose which cleaning fee drives the split and who receives the remainder.

Cleaning fee split source*

Invoiced cleaning fee

Which cleaning fee to use as the base for the agent split calculation.

Cleaning fee split remainder destination*

Property Manager

Who receives the remainder of the cleaning fee after agent earnings are deducted.

3 - Agent earnings in emails

We have reviewed the handling of agent earnings in the email alerts sent to agent when registering for a mission and when a mission is cancelled.Improvements:

- Earnings are not included in the email for agents who do not have the permission to see mission earnings in RentalReady.
- The calculation of earnings is now correct for cleaning missions. Previously the amounts were not taking into account the agent cleaning package, etc. so they were only correct for fixed price missions.
- The correct local currency should be used, previously it always defaulted to euros.

4 - Request Extra Time Improvements

- We've updated the design of the Request Extra Time form, where agents submit requests for cleaning missions.
- Agents can now view extra cleaning time request info alerts on past missions within the Agent Space

Request extra time

Extra minutes*

Type here

Explain reason for your request*

Type here

Additional picture*

+

Request needs to be approved by a supervisor

Original duration	60 minutes
New duration	60 minutes

Submit Cancel

Past missions Your completed missions, earnings and statements

Search by property name, ID, or address

Mission starts after

If empty, the last 30 days are displayed

4 results

Filter results

3:50 p.m. - 4:50 p.m. - 13 April - 1 hour

• Cleaning • x No linen info

72791 - MAN - Kenilworth Road - MANCHESTER

67 Kenilworth Road, Stockport SK3 0QL, UK SK3 0QL

Request for extra 15 minutes was rejected

Request for extra 15 minutes was approved

Request for extra 15 minutes was submitted, waiting for approval

D.J.D.T.

5 - Extra Time Request Notifications

We've added mobile and email notifications for Extra Time Requests:

- Agents will now receive mobile and email notifications when their extra time request is approved or rejected
- Notifications can be enabled or disabled from the Agent edit page
- Email notifications follow this format:

Approved:

Hi John,

Good news — your request for 20 extra minutes for the cleaning at Property (property address) on 21/04/2026 has been approved.

Rejected:

Hi John,

Your request for 20 extra minutes for the cleaning at Property (property address) on 21/04/2026 has been rejected.

6 - Agent app Incident report page improvements

We made a few minor UI updates on the Incident report page in the agent app to improve clarity and spacing:

- Updated the category field label from Label to Category and the placeholder from Select value to Select
- Expanded the category dropdown to full width
- Reduced card spacing

5:10

Overview Checklist **Report**

Extra mission 3998665

Report a problem

Let us know if you found a broken item or a problem in the property.

Category* ←

Select

Description* ↑

Pictures / Videos*

+

Report a problem

Incident 75159

Maintenance

Broken projector

7 - New Agent Permission

We've added a new permission for agents and agent groups: *Can see self check-in instructions and lockbox code on cleaning and extra missions.*

- By default, this permission is enabled for all agents and agent groups.
- You can review it in the Agent Permissions panel.

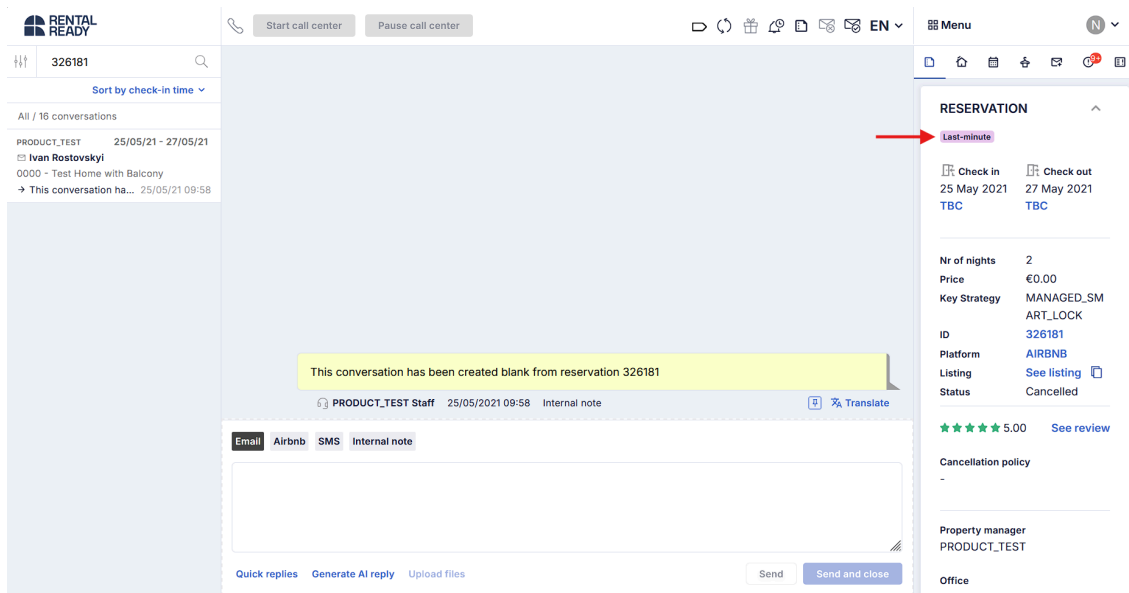
Reservations

1 - Last-minute badge added to more reservation views

We extended the Last-minute badge to additional reservation views for reservations booked at the last minute based on the office last-minute reservation rule:

- Added the Last-minute badge to the inline calendar reservation modal
- Added the Last-minute badge to the staff mobile app for arriving today, departing today, and current ongoing reservations
- Added the Last-minute badge to the property calendar reservation detail
- Added the Last-minute badge to the Mailbox reservation card

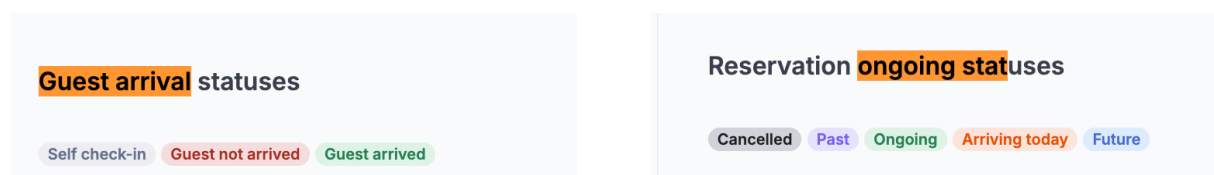
The screenshot displays the 'Inline calendar' interface. On the left, a sidebar contains filters: 'Office' set to 'PRODUCT_TEST', 'Show' options for 'Single properties' and 'Multi-units', and a 'MORE FILTERS' link. The main area shows a calendar for April 2026 with a search bar and a list of reservations. The right-hand panel provides details for a reservation, including 'Reservation ID 2550257', 'Arrival 30/03/2026', 'Departure 31/03/2026', 'Property 0000 - TEST - PM', 'Contact Open in mailbox', 'Address Test Test Test, Ashish Complex, Dahisar East, Mumbai, Maharashtra, India 31000', 'Guest nr. 1 adult, 0 children', 'Nr. of nights 1', 'Main guest Veronika Test', 'Phone nr.', 'Office PRODUCT_TEST', 'Platform GUESTREADY', and 'Created 31/03/2026 2:22 p.m., manually by veronika.slachtova'. A red arrow points to the 'Last-minute' badge in the 'Classic' tab of the right panel.



2 - Updated badge colors on the Reservation page

We updated the colors of several badges on the Reservation page to improve readability and visual consistency:

- Reservation ongoing status badges (Future, Arriving today, Ongoing, Past, Cancelled) now use softer background colors with matching text
- Property category badges (Short-term, Mid-term, Long-term) updated to a neutral gray style
- Guest arrival badges (Not arrived, Self check-in, Arrived) updated with red, gray, and green tones
- Guest mood badges (Good, Bad, N/A) updated with green, red, and gray tones
- Classic premium badge updated from white to olive green



3 - Last-Minute Reservation Email Notifications

We've introduced email notifications when a last-minute reservation is created:

- Email notifications can be enabled or disabled from the Office settings

4 - Reservation Cancellation Email Notifications

We've introduced email notifications for reservations that are cancelled during the guest's stay or cancelled on the arrival date:

- Email notifications can be enabled or disabled from the Office settings.

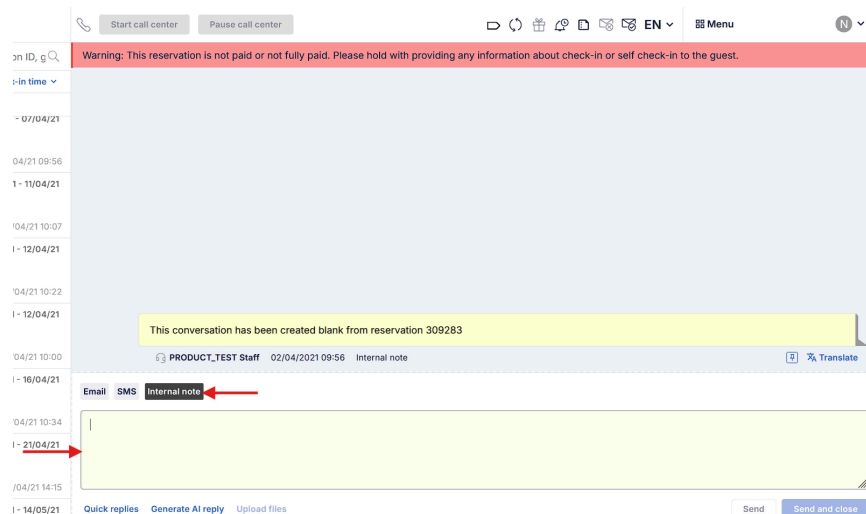
Mailbox

1 - Guest name synchronisation from reservation to mailbox

If you edit a reservation to change the guest name, this change will now automatically be mirrored to the guest profile used in the guest messaging mailbox.

2 - Mailbox conversation text area set to light yellow for internal notes

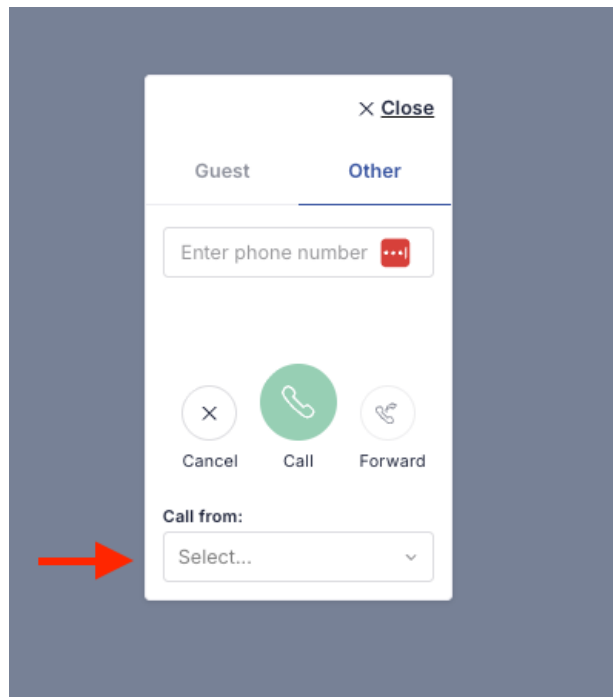
We updated the Mailbox conversation text input area to be highlighted in light yellow when the Internal Note channel is selected.



3 - Phone number selection for outbound calls

We've improved how phone numbers are handled when calling guests, to reduce mistakes:

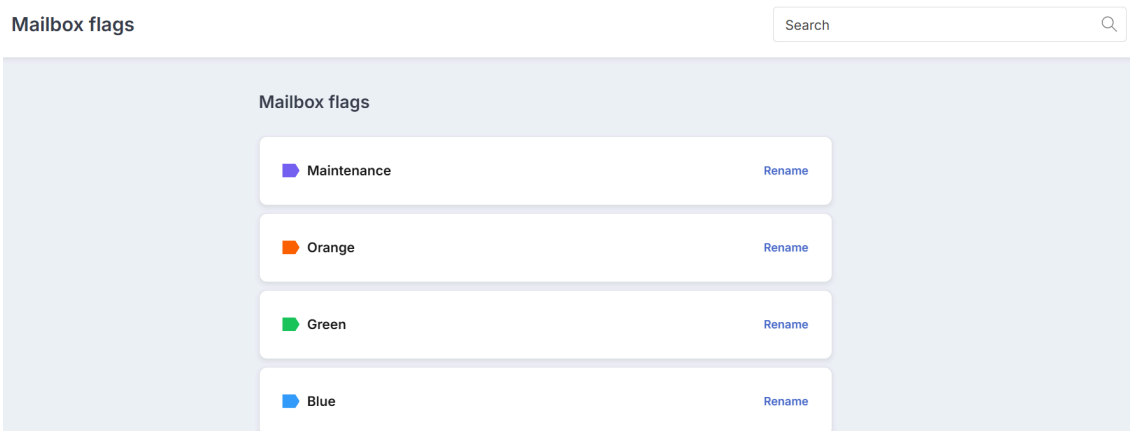
- *Call from* phone number field is now empty by default. If the user has only one phone number, it is selected automatically.
- Call button is disabled until a number is selected



4 - Customizable mailbox flag names

You can now rename mailbox flags from a new Mailbox flags configuration page under Configuration. What's new:

- New Mailbox flags page listing all colour flags with their current names
- Click any flag to open a rename modal — enter a custom name and save
- Leave the name empty or click "Set to default" to reset to the default colour name
- Custom names are reflected in the mailbox, on conversation items, and in Maia settings



5 - Automatically translate mailbox messages

We added a setting that automatically translates mailbox messages into your user language:

- New auto translate mailbox messages setting on your staff user (default off)

- When enabled, every message in the conversation thread and the mailbox preview list is translated to your language on first load and the original is kept available via Show original
- The existing per-message Translate action keeps working unchanged for users who don't opt in
- The setting on the staff user can currently only be toggled in the back-end, so you must request top opt-in to the support team

Guest notifications

1 - New stay extension and upsellings variables

We've added some new notification template variables for our guests. In the Reservation extension variables section, you can find two new variables:

- `stay_extension_available` - True/False if guest can request an extension
- `direct_booking_website_stay_extension_url` - the direct booking website URL to extend a reservation (with custom property manager subdomain)

There are some new upsellings variables as well:

- `direct_booking_website_late_check_out_url` - the direct booking website URL to request a late check-out (with custom property manager subdomain). It returns *null* if `late_check_out_available` is false
- `early_check_in_available` - True/False if guest can request an early check-in.
- `direct_booking_website_early_check_in_url` - the direct booking website URL to request an early check-in (with custom property manager subdomain). It returns *null* if `early_check_in_available` is false.

<code>{{ check_in_reception_address }}</code> Address of the check-in reception for this reservation (if there is one) 525 Collins Street, Melbourne VIC 3000	<code>{{ welcome_basket_description_local }}</code> Description of the welcome basket content (in the local office language) a bottle of wine and coupons to book activities with our partners	<code>{{ welcome_basket_description_english }}</code> Description of the welcome basket content (in English) a bottle of wine and coupons to book activities with our partners
<code>{{ chekin_registration_form_url }}</code> Link to the Chekin guest registration form https://guest.chekin.com/K7mQ2xV9aT4c	<code>{{ early_check_in_available }}</code> Is the reservation eligible for early check-in? True	<code>{{ direct_booking_website_early_check_in_url }}</code> Direct booking website URL to request early check-in (To use this variable, the property manager must have a direct booking website and the guest space must be enabled.) https://example.rentalready.io/reservations/abc123/ext-ra-requests/42
Check-out variables		
<code>{{ property_max_check_out_time }}</code> Maximum check-out hour of the property 11	<code>{{ check_out_instructions_local }}</code> Check-out instructions for the departure (in the local office language) Leave the keys on the table and close the door behind you.	<code>{{ check_out_instructions_english }}</code> Check-out instructions for the departure (in English) Leave the keys on the table and close the door behind you.
<code>{{ has_a_check_out_mission }}</code> Does the reservation have a check-out mission? True	<code>{{ check_out_agent_first_name }}</code> First name of the check-out agent (if there is one assigned already) Victoria	<code>{{ check_out_agent_phone_number }}</code> Phone number of the check-out agent (if there is one assigned already) +61481354281
<code>{{ internal_review_form }}</code> Link to the RentalReady internal guest review form https://guestready.rentalready.io/reservation_reviews/reviews/NVfGZfNbnvqH6UN9ZXaT/	<code>{{ late_check_out_available }}</code> Is the reservation eligible for late check-out? True	<code>{{ direct_booking_website_late_check_out_url }}</code> Direct booking website URL to request late check-out (To use this variable, the property manager must have a direct booking website and the guest space must be enabled.) https://example.rentalready.io/reservations/abc123/ext-ra-requests/99

2 - New variables

We added 4 new variables to the context of the rental agreements and the guest automated messages:

- `{{ today_date }}` to display today's date in the property timezone
- `{{ stay_reason }}` to display the reservation stay reason selected by the guest in the pre-check-in form
- `{{ building_construction_period }}` to display the building construction period
- `{{ building_construction_year }}` to display the building construction year

The screenshot displays the RentalReady interface, showing a list of variables and their corresponding values. The variables are organized into columns. The first column lists variables like `{{ property_house_rules_local }}`, `{{ taxi_transfer_link }}`, `{{ parking_instructions_local }}`, `{{ property_trash_can_area_location_english }}`, `{{ property_id }}`, `{{ owner_phone_number }}`, `{{ concierge_website_local }}`, `{{ office_name }}`, and `{{ concierge_website_local }}`. The second column lists variables like `{{ property_house_rules_english }}`, `{{ youtube_instructions }}`, `{{ parking_instructions_english }}`, `{{ property_has_a_parking_badge }}`, `{{ cleaning_fees_charged_to_guests }}`, `{{ office_phone_number }}`, `{{ concierge_website_english }}`, `{{ office_phone_number }}`, and `{{ concierge_website_english }}`. The third column lists variables like `{{ airbnb_account_first_name }}`, `{{ closest_metro_station }}`, `{{ property_trash_can_area_location_local }}`, `{{ property_position }}`, `{{ building_construction_period }}`, `{{ owner_first_name }}`, `{{ luggage_partner_url }}`, and `{{ guest_registration_explanation_url }}`. The fourth column shows the values for these variables. The variables `{{ building_construction_year }}` and `{{ building_construction_period }}` are highlighted with red boxes.

3 - Suggested smart triggers

In the smart trigger form you will now see "suggested triggers".

This is a list of preset values that you can use to pre-fill the smart trigger form with a recommended setup.

This way you can make sure that you start from a setup that works, then adjust it to the exact schedule and conditions that you want.

Notification template*

RENTALREADY_REVIEW

Account*

RentalReady PMS

Offices

All offices

Properties

Include All properties

Apply to reservations from reservation platforms

Include All platforms

You can pre-fill the values below by selecting a suggested trigger

Length of stay*

Any length of stay

When should this be sent to the guest?

2 Days Before Check-in

Notifications are sent in the next few minutes following the selected time

Apply conditions

- Reservation has self check-in (delaying)
- Security deposit is paid (delaying)
- Reservation is paid (delaying)
- Key code has been generated (delaying)

Expires after

63 Hours

Suggested triggers

Pre-fill the form with a recommended configuration, depending on the purpose of your notification template

- Reservation confirmed
- Deposit request
- Down payment reminder
- Payment request
- Self check-in instructions**
To send check-in instructions 2 days before a self check-in, if the reservation and security deposit are paid and the key code is generated
- In-person check-in instructions
- Arrival message
- Single-night stay instructions
- Check-out instructions
- Review request

Use a suggested trigger to prefill the form

Guest

1 - Guest detail page redesigned

We updated the design of the Guest detail page to improve clarity and added more guest and reservation information:

- Added top banners for guest status
- Split the guest detail card into Guest Interaction and Guest Details
- Added more information to the Guest Interaction and Guest Details cards, including phone, marketing consent, used inbox, used AI itinerary, and used AI activity
- Redesigned the reservation cards
- Added reservation badges, including Has an extension, Stay extension, Early check-in, Late checkout, and Last-minute
- Added key reservation information, including property address, number of guests, property rating, and a link for the property reviews

Guest **Josh Doe** Options Help Search

Josh Doe Mark as VIP guest Not verified

GUEST DETAILS

Full name	Josh Doe
Username	test@test.com
Email	test@test.com
Phone	—
Date of birth	—
Invoicing address	—
Invoicing tax ID	—
Notes	—

GUEST INTERACTION

Account confirmed by email	No
First connection	—
Last connection	—
Marketing consent	No
Used AI itinerary	No
Used AI activities	No

RESERVATIONS (2)

11/06/2025 – 12/06/2025 New Past reservation Stay extension

Test Test Test TEst Test, Ashish Complex, Dahisar East, Mumbai, Maharashtra, India

0000 - TEST - PM

1 guest (1 adult)

RENTALREADY PMS • ID 1896063 • 4.8 Show reviews

09/06/2025 – 11/06/2025 New Past reservation Has an extension

Test Test Test TEst Test, Ashish Complex, Dahisar East, Mumbai, Maharashtra, India

0000 - TEST - PM

1 guest (1 adult)

RENTALREADY PMS • ID 1881407 • 4.8 Show reviews

2 - Stay reasons in guest profiles

We now display the stay reason for each reservation in the guest profile page.

Note that this data will only be available on offices that have enabled the collection of stay reasons from the guests in the pre-check-in form.

3 - Rental agreement now reflects live PCI form inputs

Guests signing the rental agreement on the online check-in form will now see the agreement update in real time as they fill in their stay details. Previously, the agreement preview could show placeholder or outdated values; now any guest name, arrival/departure time, or reason-for-stay entered on the form is immediately reflected in the agreement shown on screen and in the signed PDF:

- The rental agreement preview updates instantly as the guest fills in the form.
- The signed PDF always matches exactly what the guest saw when they signed.
- Empty or missing fields no longer display as "None" in the agreement text.

4 - Link rental agreement to mid-term contract

Some offices use the rental agreement (signed by the guest via the pre-check-in form) as their mid-term contract. Previously, the "Mid-term contract not uploaded" alert would still appear on the check-in dashboard and the reservation detail page even after the guest had already signed — because the two features were completely independent.

A new office setting has been added: "Use the rental agreement signed via the pre-check-in form as the mid-term contract". When enabled, a signed rental agreement is treated as satisfying the mid-term contract requirement:

- The alert on the check-in dashboard disappears.
- The reservation detail page shows a success message with a direct link to the signed PDF.

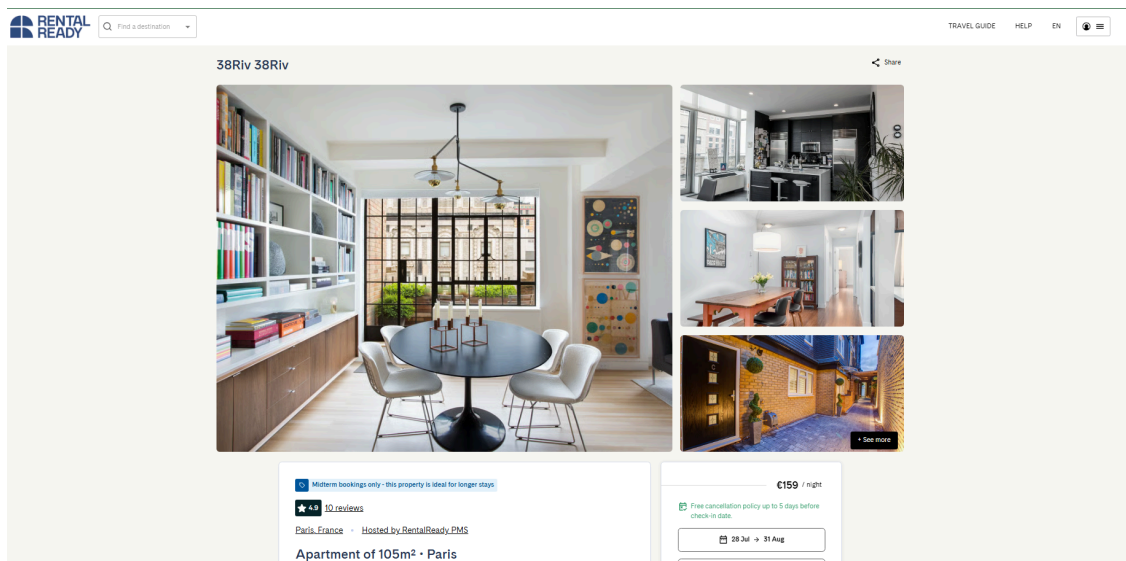
The setting is opt-in and can be configured per office in the pre-check-in form settings. Offices that do not enable it are unaffected.

Direct Booking Website

1 - Direct Booking Website Property Detail Page UI Updates

We've refreshed the property detail page with several visual improvements:

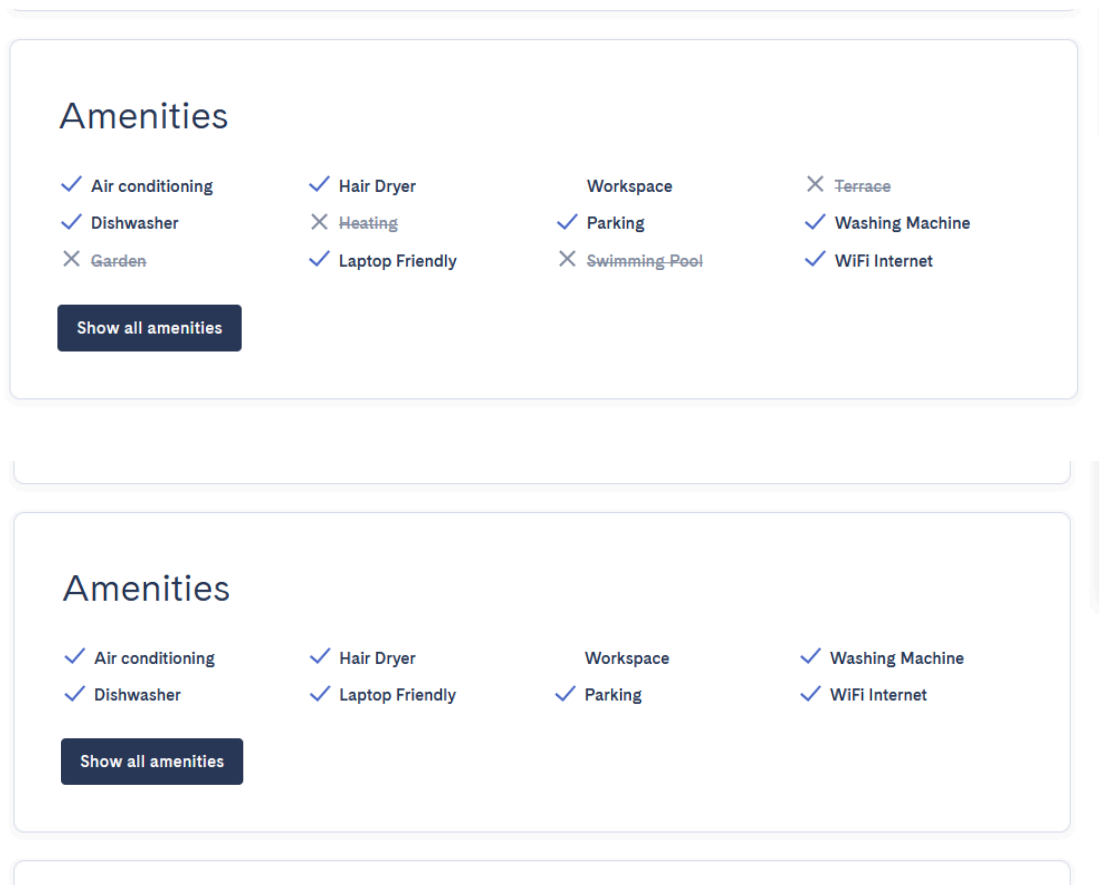
- New layout for the listing title — the property name and Share button now appear above the photo gallery for better visibility
- Cleaner property summary — property type, size, and city are now displayed together (e.g. "House of 80m² · Porto"), followed by guest capacity, floor, and elevator info on a second line
- Booking widget — the booking card now has a more prominent shadow to make it stand out better
- Guest info consolidated — removed the duplicate guest count from the green info section since it's now shown in the summary above



2 - Crossed amenities removed from DBW

We removed unavailable (crossed-out) amenities from the property detail page and guest space in Direct Booking Websites. All amenities are still accessible via the "Show All Amenities" button.

Before / After:



Owners

1 - Owner space visibility settings

Property managers can now control what owners see in the owner space. A new set of 8 visibility flags, configurable by your RentalReady account manager, lets you hide specific content across all owners under that account.

What's new:

- Hide guest name — removes guest first/last name from overview, reservations list, calendar events, reservation detail, exported documents (CSV, XLSX, PDF)
- Hide number of guests — removes guest count from overview, reservations list, reservation detail, and exports
- Hide platform/OTA information — removes platform name, logo, and channel fees from reservation detail, reservations list (including platform filter), listings tab, reviews tab, and all exports
- Block access to reservation details page — removes clickthrough links to the reservation detail page from calendar events, overview, and reviews tab
- Hide reservations where owner net earnings = 0 — hides zero-earning reservations from the reservations list, overview, and calendar

- Use listing title instead of internal property name — displays the listing title (from Rental Form > Descriptions) in the owner's language instead of the internal property name across the entire owner space. Falls back to default language title, or hides the name if no title exists
- Hide guest review statistics — removes monthly/yearly rating graphs, category ratings breakdown, and average rating badge from the property detail page
- Hide platform statistics — removes the "reservations per platform" chart from the Statistics tab

2 - VAT Hint on Host Transaction Statement

We clarified the VAT labeling on the host Transaction Statement PDF so owners can see exactly which components and rates make up the VAT figure:

- Relabeled the single "VAT on Reservations" summary line to spell out each component and its rate: **VAT on Reservations (Property Manager commission X%, Cleaning fees Y%, Payment & platform fees X%)** — where X% is `Antenne.vat_rate` and Y% is `Antenne.vat_rate_cleaning` (falls back to `vat_rate` when unset).
- Renamed the breakdown table column header **"Total VAT"** → **"VAT (PM commission + cleaning + payment & platform fees)"**.
- Display-only change: cell values and calculation logic are unchanged.
- Removed the now-unused `_build_vat_breakdown` helper and the multi-row breakdown path in the template (per Noemie's final decision: keep a single line, no extra rows).
- `_totals()` now exposes `office_vat_rate` + `cleaning_vat_rate` in place of `reservation_vat_rate` + `reservation_vat_breakdown`.

RESUMO	
Rendimento líquido	1.606,64 €
VAT on Reservations (Property Manager commission 23%, Cleaning fees 23%, Payment & platform fees 23%)	275,15 €
IVA sobre ajustes de pagamento	0,00 €
Comissão do gestor de propriedade	733,97 €
Valor da Estadia	2.935,88 €
Taxas de limpeza	175,00 €
Taxas de plataforma	595,27 €
Taxa de pagamento	0,00 €
Taxa turística	96,00 €
Ajustes de pagamento	0,00 €
Resoluções	0,00 €
RENDIMENTO TOTAL	1.606,64 €

3 - Owner statements by stay dates (prorated)

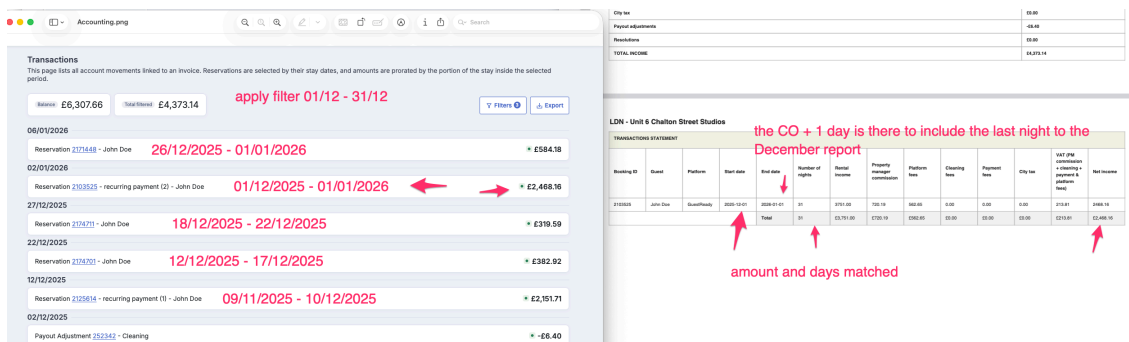
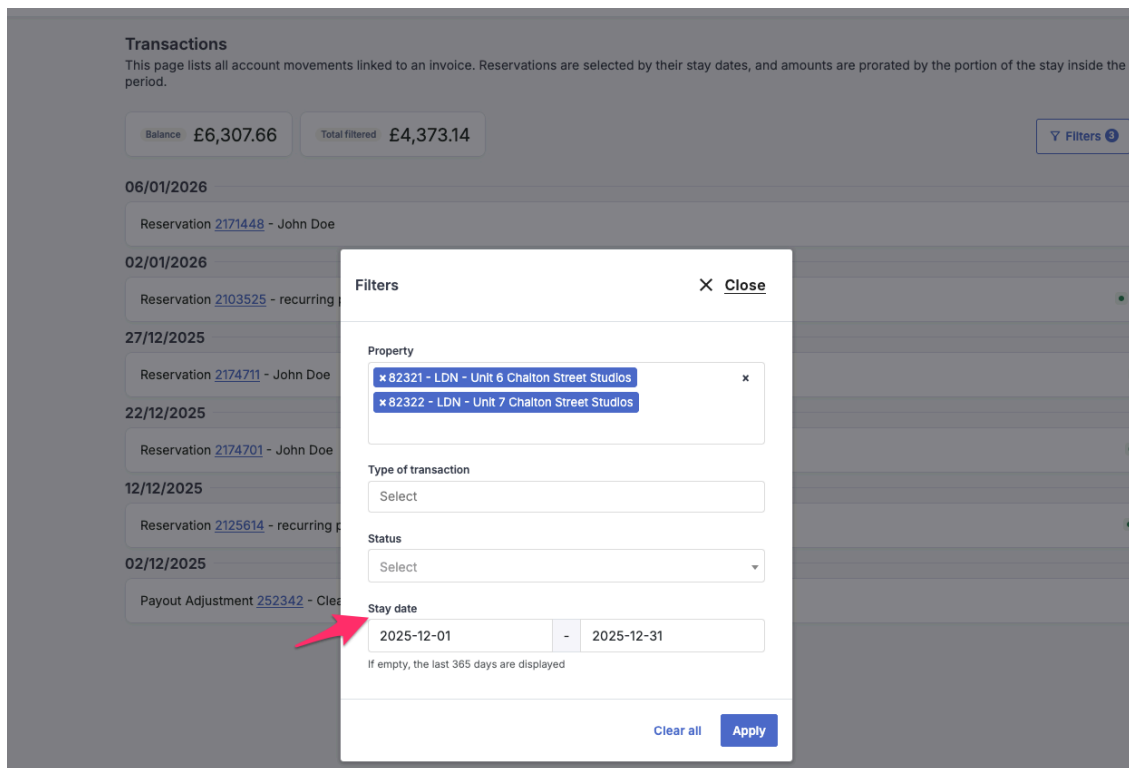
We added a new setting at Property Manager level that controls how owner transaction statements are built: the existing Invoice dates behavior, or the new Stay dates mode that filters and prorates reservations by the nights that actually fall inside the selected date range.

What's new:

- New PM setting Owner statement mode —INVOICE (today's behavior) or STAY
- In Owner space → Accounting → Transactions, STAY-mode owners see a single Stay date range filter; the PDF header shows "Statement generated by stay dates (prorated)" and

reservation rows display clamped check-in/check-out plus prorated amounts (nights, revenue, fees)

- Adjacent periods (e.g. Mar 1–31 + Apr 1–30) sum to exactly 100% of a stay that spans the month boundary
- INVOICE-mode owners keep today's check-out/invoice-date behavior — no visible change



4 - Owner Statement Customization: hide fee columns you don't need

You can now control which fee columns appear on owner statement PDFs. Columns that don't apply to your business can be hidden so the document stays clean and relevant.

1/ What you can hide:

- Cleaning fee
- Platform fee
- Payment fee

- City tax

2/ Any summary line that is zero also hides automatically - no more empty rows cluttering the statement.

How to configure

You must contact support team to configure this.

One configuration applies to all owners under that Property Manager.

Pricing

1 - Pricing tool update: Occupancy rate

The matrice of occupancy rate with assigned factors per bucket is now editable.

You can now press the button "Show" to see the matrice and edit it.

Occupancy rate matrix
Hide

Each cell is an adjustment factor applied as: $\text{factor} \times \text{matrix value} \times \text{base price}$. For example, -0.5 means the price decreases by 50% of (factor $\times$ base price) for that occupancy bucket.

Days	0-10%	10-20%	20-30%	30-40%	40-50%	50-60%	60-70%	70-80%
0 - 15	-0.5 ↕	-0.4 ↕	-0.3 ↕	-0.2 ↕	-0.2 ↕	-0.2 ↕	-0.1 ↕	-0.1 ↕
15 - 30	-0.35 ↕	-0.28 ↕	-0.21 ↕	-0.14 ↕	-0.14 ↕	-0.07 ↕	0 ↕	0 ↕
30 - 60	-0.12 ↕	-0.09 ↕	-0.06 ↕	-0.02 ↕	0 ↕	0.04 ↕	0.08 ↕	0.12 ↕
60 - 90	-0.03 ↕	-0.02 ↕	-0.01 ↕	0 ↕	0.01 ↕	0.04 ↕	0.08 ↕	0.12 ↕
90 - 120	0 ↕	0 ↕	0 ↕	0 ↕	0.05 ↕	0.08 ↕	0.12 ↕	0.16 ↕
120 - 150	0 ↕	0 ↕	0 ↕	0 ↕	0.05 ↕	0.08 ↕	0.12 ↕	0.16 ↕
150 - 180	0 ↕	0 ↕	0 ↕	0 ↕	0.05 ↕	0.08 ↕	0.12 ↕	0.16 ↕
180 - 210	0 ↕	0 ↕	0 ↕	0 ↕	0.05 ↕	0.08 ↕	0.12 ↕	0.16 ↕
210 - 240	0 ↕	0 ↕	0 ↕	0 ↕	0.05 ↕	0.08 ↕	0.12 ↕	0.16 ↕
240 - 270	0 ↕	0 ↕	0 ↕	0 ↕	0.05 ↕	0.08 ↕	0.12 ↕	0.16 ↕
270 - 300	0 ↕	0 ↕	0 ↕	0 ↕	0.05 ↕	0.08 ↕	0.12 ↕	0.16 ↕
300 - 330	0 ↕	0 ↕	0 ↕	0 ↕	0.05 ↕	0.08 ↕	0.12 ↕	0.16 ↕
330 - 365	0 ↕	0 ↕	0 ↕	0 ↕	0.05 ↕	0.08 ↕	0.12 ↕	0.16 ↕

Save

i Algorithm is updated daily
[Update now](#)

2 - Blackout dates for Booking promotions

What changed?

- Blackout dates are specific dates when your promotion is not available
- Previously only available for VRBO
- New "Blackout Dates" column in the promotions list table with a compact "+N more" badge for long lists

Impact

- Users can now exclude specific dates from Booking's promotions via the promotion form
- Validation enforces blackout dates fall within the stay period
- Blackout dates are visible in the promotions list for all platforms

The screenshot shows a form titled "Date & time restrictions". It contains three main sections: "STAY PERIOD" with "Date of check-in*" and "Date of check-out*" fields; "BOOKING PERIOD" with "From" and "To" fields; and "BLACKOUT DATES" with a "Click to select blackout dates" button. Below the "BLACKOUT DATES" section is a note: "Select specific dates where the promotion should not apply, even if they are within the configured stay period." At the bottom of the form are "Save promotion" and "Cancel" buttons.

3 - Room Type Pricing Strategy (Inventory-based)

You can now define how Room Type pricing is calculated from underlying inventories.

A new setting is available at Room Type level: "Room Type pricing based on inventory prices"

Available options:

- Most expensive available inventory
- Room Type price = highest price among available inventories
- Cheapest available inventory
- Room Type price = lowest price among available inventories
- Custom base price (default)
- Room Type price is set manually (no dependency on inventories)

Why it matters:

- Enables dynamic pricing at Room Type level
- Aligns pricing with real inventory value across units
- Prevents manual work (unless *Custom base price* is selected)

Good to know:

- Default setting is Custom base price
- Can be configured via the Hotel Wizard or directly on the Room Type rental

- Changes are synced between both

Notes:

- Field Base Price, Min Price and Max Price is hidden if expensive/cheapest option is selected - Via Rental form of Roomtype (Rental form → Price tab)
- Field Base price is hidden if expensive/cheapest option is selected - Via Hotel Wizard. (Go to your hotel, Edit it, Select the intended roomtype → Edit Base price & Rateplans)

Room type 85701 - Aline Hotel - Appartement de deux chambres / Edit

General Guest instructions Missions Property layout Amenities Pictures Descriptions Platforms Platform overrides **Price** Listings

Pricing

Pricing system

RentalReady

Pricing algorithm

Pricing algorithm that will be applied to this property.

A_90_RENTALREADY-OPM

What is the price per night?

☐ Most expensive available property within the inventory

☐ Cheapest available property within the inventory

☒ Custom base price

Extra fees (0)

Create rules for extra fees and connect them to selected

Save + Add extra fee rule

4 - New pricing algorithm factor: Night Cap

A pricing adjustment that increases prices only when a property's remaining bookable nights are being used faster than expected (factoring in seasonality). This is useful only for properties with annual night limits (e.g. regulatory caps) where the goal is to maximize revenue on limited inventory. What it does?

Increase price when the remaining allowed nights are being used faster than the property's available days.

Why this helps

- Reacts to real scarcity based on both regulatory limits and seasonality.
- Protects revenue by prioritizing nights that matter most for profitability.

How it works

- Compares remaining nights vs remaining available days
- Builds a *Pressure Index* to measure scarcity
- If nights are being consumed faster than expected → higher price multiplier
- If not → little or no increase



Night Caps: Adjusting Prices Based on Scarcity

Use a **weighted scarcity** approach to adjust prices upwards. If the **Pressure Index** is below 1, remaining days are being booked **faster than expected**, and we apply a premium



← Back Manage algorithm • A_1_Paris RP
Show history Help Search

Seasonality Short stay New property Events Minimum stay events Time factor Day of the week Minimum stay periods Occupancy rate
Night cap

Night cap [Pricing algorithms documentation](#)

Define multiplier tiers based on the pressure index. When remaining allowed nights are scarce relative to available high-demand periods, a premium is applied. Each row maps a pressure index threshold to a price multiplier.

Pressure index threshold	Price multiplier
0,5	1,25 ✕

| | 1,15 ✕ |

Finance

1 - Guest Invoice improvements

You can now edit guest invoice details (name, company, address, tax number, etc.) directly from the reservation page via "Edit guest details" button

2 - Live invoice preview on Invoice settings

Invoice settings now ships with a live preview panel on the right of every category tab.

Tick a checkbox, type in the title / VAT name / Invoice extra information, or pick a context variant — the preview redraws ~300 ms later showing exactly how the invoice will render, no save needed.

The screenshot shows the 'Cleaning' tab in the RentalReady financial interface. On the left, the 'Invoice settings' section has an 'Active' checkbox. Below it, the 'Invoice Title' field is empty. The 'Invoice extra information' section features a rich text editor with a toolbar (File, Edit, View, Insert, Format) and a text area. At the bottom, the 'VAT name' field contains 'New'. On the right, the 'LIVE PREVIEW' section displays a mockup of the invoice. It includes a 'Title' field, 'Property Manager Name' (PM Business Ltd), 'Guest Name' (Guest Company Ltd), and contact details. A table shows the invoice details: Description (CLEANING-2026-1), Invoice (BOOKING-), Creation date (28/04/2026), and Payment date (28/04/2026). A summary table at the bottom shows the Taxable value (£136.08), New Amount (£27.22), and Total (£163.30).

3 - Bulk actions revamp across RentalReady financial pages

We've rolled out a consistent new bulk-action on all four financial pages. You can now act on all filtered results at once — no more page-by-page selection.

What changed:

- Unified bulk-action bar in the top-right corner when rows are selected
- A new "select all filtered results" option that applies the action across every page of your filter, not just the current page.
- "Export" dropdown replaces the old single-purpose buttons (CSV / PDF as ZIP).

Pages updated

- Payout Adjustments — /payout_adjustments/index/
- New bulk-action bar + "Review all" (hidden when the office setting Payout Adjustment must be reviewed to be automatically invoiced is FALSE)
- Export dropdown: CSV, PDF invoices as ZIP
- Bulk actions now apply to the full filtered data
- Invoices — /accounting_manager/invoices_table/
- Financial Transactions — /payment_system/virtual_transactions/
- Owner Accounting — Finance > Owner Accounting
- Bulk-selection checkbox + Export dropdown (CSV, PDF invoices as ZIP)
- Bulk export now covers all filtered results

527 results										527 selected	Export
☒	PAYOUT ID	PAYOUT DATE	TRANSACTION ID	DESTINATION	PROPERTY	ORIGIN	AMOUNT	DATE	ACCOUNT MANA...	OFFICE	CSV ZIP
☒	—	—	2993200	1610 - alexandra.testopm	Test Home with Balcony	Payout adjustment - 268431	€0.00	09/02/2026	Ivan Rostovsky	PRODUCT_TEST	France

Artificial Intelligence

Maia Insights

We've added more owner details for Maia to export regarding tax and company information.


Maia Insights

Enhanced





Tax & Company Information

- VAT number
- SIREN number (company registration number)
- Tax Identification Number (TIN)
- Tax residence
- Registered company address

>

Would you like me to look up details for a specific owner, or pull a list of owners with any of this information?

RentalReady Apps

1 - RentalReady PMS - Improve navigation of the sidebar on all the mobile apps - 01/04/2026

Before: If you opened a page from the sidebar (for example Overview) and then opened a link from within that page, going back to the sidebar and selecting the same item again (Overview) did nothing—you stayed on the nested/sub page.

Now: This behavior has changed. Selecting an item in the sidebar takes you to that section's main page.

2 - RentalReady PMS - new version (1.7.2) - 01/04/2026

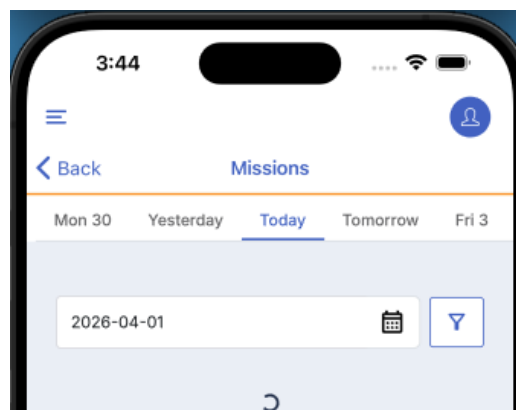
- Added the "Missions" option in the side menu (You should have the `can_see_weekly_view` permission)
- Added logic to dynamically update the title in the navbar next to the back button.

3 - Date tabs on RentalReady PMS Arrivals and Departures pages - 06/04/2026

Before: The Arrivals and Departures pages were showing only the entries for Today.

What's new:

- Added date tabs to the Arrivals and Departures pages
- You can now see a "Today" tab along with the next 7 days
- Updated the design of the Weekly Missions view date tabs for small devices



4 - RentalReady PMS application - new version - 09/04/2026

- HomeReady tickets: Now you can access the HomeReady tickets from your phone! (You need to have the permission)
- Deep links for notifications: We added deep links in notifications to direct you to the correct pages!
 - New reservation > should open the matching reservation detail page
 - Cancelled reservation > should open the matching reservation detail page
 - Last-minute reservation > should open the matching reservation detail page
 - Reservation cancelled on check-in day > should open the matching reservation detail page
 - Reservation cancelled during guest stay > should open the matching reservation detail page
 - New reservation from a blacklisted guest > should open the matching reservation detail page

- Mission pre-check-in form > should open the matching reservation detail page
- Guest registration not submitted > should open the matching reservation detail page
- Reservation relocated > should open the reservation detail page of the new reservation
- New upselling request > should open the upselling request directly
- We have improved the way we obtain user permissions. Now you don't need to log out and log back in to refresh your permissions. Permissions refresh every time you initialize the app!
- We removed some warnings about the notifications.

5 - All Apps updates - 20/04/2026

We've just rolled out updates across all our applications today!

SDK Upgrade — Upgraded all applications to Expo SDK 54:

- Enhanced performance and access to the latest features
- Better stability and improved device compatibility

Deep Linking Fix — Resolved notification deep linking issues:

- Notifications now correctly open to the intended screen
- Works seamlessly even when the app isn't running in the background

6 - Added filters to all staff-app overview pages

We've made several improvements to the reservation pages. As you know, from the RentalReady PMS homepage, you have quick access to the following pages:

- Arrivals
- Departures
- Ongoing reservations
- Cancelled reservations

We've streamlined the user experience with the following updates:

- Removed table header
- Removed refresh button
- Removed search field
- Added filters and result count display

Note: The "Arrivals" page does not include a "check-in between" filter, and the "Departures" page does not include a "check-out between" filter, as these date ranges are managed through the respective page tabs.

7 - Staff Mobile App Notifications for Extra Cleaning Time Requests

We've introduced mobile app notifications for staff when an extra cleaning time request is created. Notifications can be enabled or disabled from the settings in the mobile app.

RentalReady API

Smart Schedulers are now available via the public API

We have added a new `/api/v3/smart_schedulers/` endpoint to the public REST API, so partners can manage smart schedulers programmatically.

What's new:

- List smart schedulers, with filtering by `rental` to scope to a specific property
- Create a smart scheduler for a property (linking a mission template, schedule, and optional default agent)
- Retrieve, update (PUT/PATCH), and delete an existing smart scheduler
- Full OAuth scope support: `smart_schedulers:read` for GET, `smart_schedulers:write` for POST/PUT/PATCH/DELETE
- Results are scoped to the properties the authenticated user has access to, with cross-office validation to ensure the mission template, schedule, and default agent all belong to the property's office

Integrations

Akiles integration in RentalReady

We added a new integration with a smart lock solution called Akiles.

Users must have an existing Akiles account, which will be connected to RentalReady. Unlike our code-based lock integrations, this integration works by remotely opening locks in real time. Agents and guests press a button to unlock, rather than receiving a PIN code.