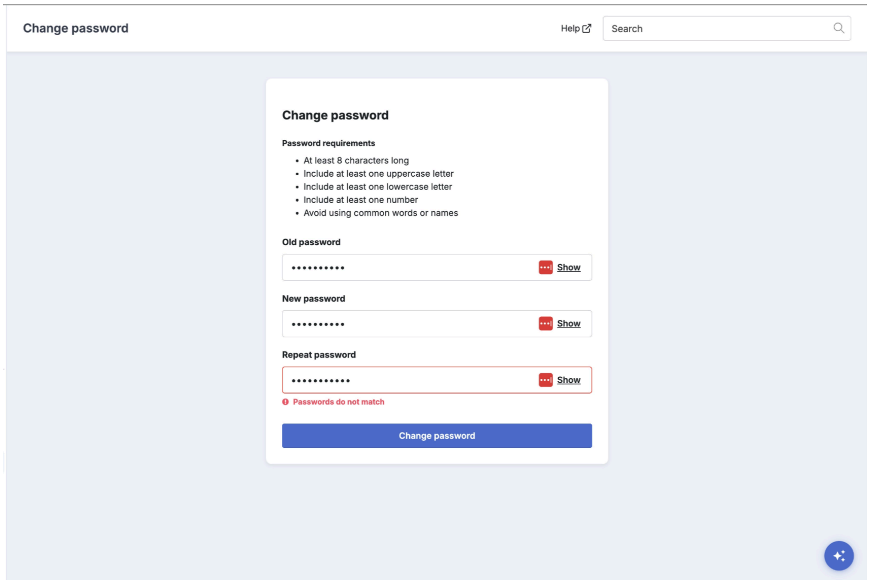
PMS RentalReady Releases 05.2026 (May)

Table of content

General

Improved Password Security and Design

We have refreshed the Change Password and Forgot Password pages to align with the updated RentalReady brand style. Along with these visual improvements, the password reset email has been redesigned for better clarity. Plus, to keep your account safe, we now send a confirmation email every time your password is changed. This ensures you are immediately notified of any updates and can take action if the change was unauthorized.



Channel Manager

Cleaner sync dashboard CSV export

We have improved the sync dashboard's CSV export so error indicators no longer leak between columns, and property information is split into separate ID and name columns for easier filtering and sorting.

Error mention was also pushed to the end, on a separate column.

id	property_id	property_name	rental_channel_manager_id	property_manager
30335	0	Test Home with Balcony	ab92a37e-99dc-4be1-bbc2-49e14afaffaf	PRODUCT_TEST

Property

1 - Highlighted Amenities selection at Property Level

We've shipped the follow-up to the batch selection release: each property can now pick its own set of highlighted amenities, overriding the office defaults when needed.

A permanent Highlighted card on the property's Amenities tab shows the current highlighted amenities at a glance. An Edit link opens a dedicated page where you can tick or untick any amenity for that property. Search using also the category filter to find amenities quickly. Untouched amenities still follow the office configuration live — only the ones you explicitly change are owned by the property. Standard save/discard flow with an unsaved-changes guard.

2 - Rental Amenities Tab Redesign

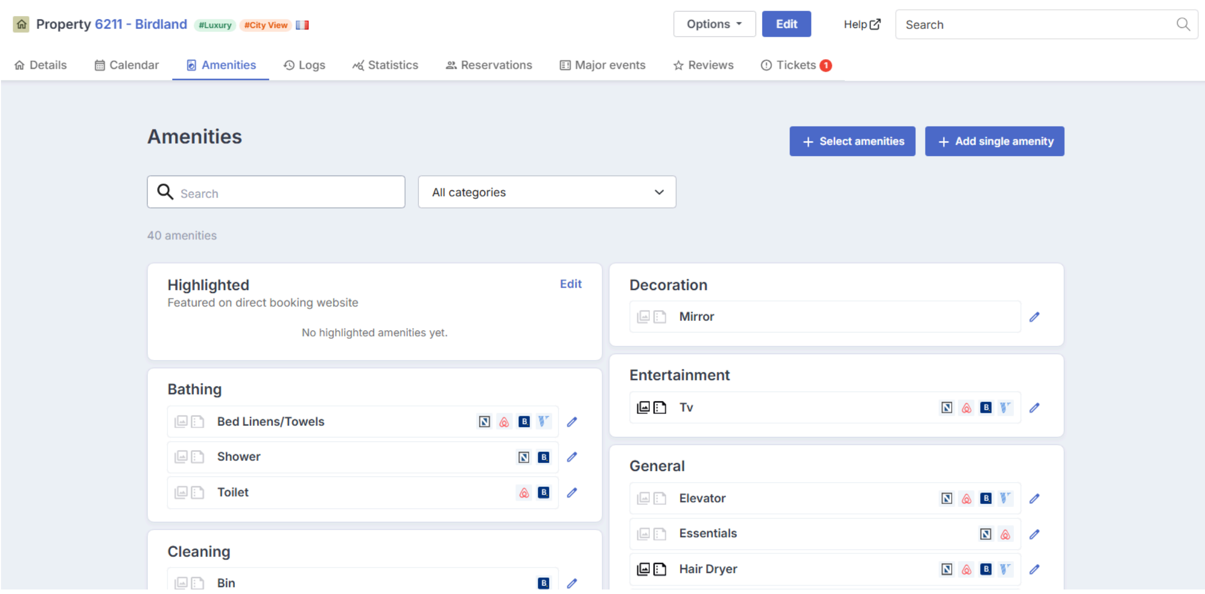
We've shipped the full revamp of the property Amenities tab — refreshed UI, clearer per-amenity layout, faster discovery, and tighter permissioning.

Brand-new amenities grid — clean white rows, hover state, sectioned by category (sorted alphabetically), with file/details indicator icons. Highlighted card stays pinned at the top of the tab with a direct Edit link. Toolbar with search input + category filter, plus a clean empty state when nothing matches. View-mode polish: edit pen and remove buttons gated by the canEditAmenities permission. Lazy catalog load with a loading state when entering edit mode.

3 - Rental Amenities Tab - OTA sync

We've introduced a new way to visualize how amenities are synced across OTAs.

Each amenity in the Rental Amenities tab now displays its synchronization status with OTAs, giving you clear visibility into where each amenity is currently being shown.



4 - Amenity Select - OTA sync indicators

We've extended the OTA sync visibility to the amenity selection screens.

You can now see the OTA sync icons in the following pages:

- Office → Amenities → Preselected
- Office → Amenities → Suggested
- Office → Amenities → Highlighted

- Rental → Amenities → Edit highlighted
- Rental → Amenities → Select amenities

The amenity cards have been polished: a new responsive column layout and metadata pills are now neatly contained inside the title column, never running underneath the OTA icons.

5 - Amenities Tab: Bulk actions on the rental media panel

The rental form's Amenities step now has a unified media panel with checkbox selection and bulk actions (connect to amenity, create amenity, or delete) all in one place.

- Unified media inventory — every photo in the rental now shows up once in the panel, whether uploaded as an orphan or directly to an amenity.
- Checkbox selection on every tile with a bulk actions toolbar to connect, create, or delete selected photos.
- Panel-wide drag & drop for uploads with per-file progress tiles. Corner indicators on each tile showing details notes and connected amenities.
- Photos persist in the panel after Connect or Create — the panel is now a permanent gallery of the rental's media.

6 - Amenities: Rotate photos

The 3-dot menu on every image tile in the media panel now has Rotate right and Rotate left. The photo rotates on the spot — no re-upload, no refresh. An "Updating..." label briefly covers the tile while the new image loads. The rotation is applied to the actual photo, so every amenity connected to it shows the corrected version automatically.

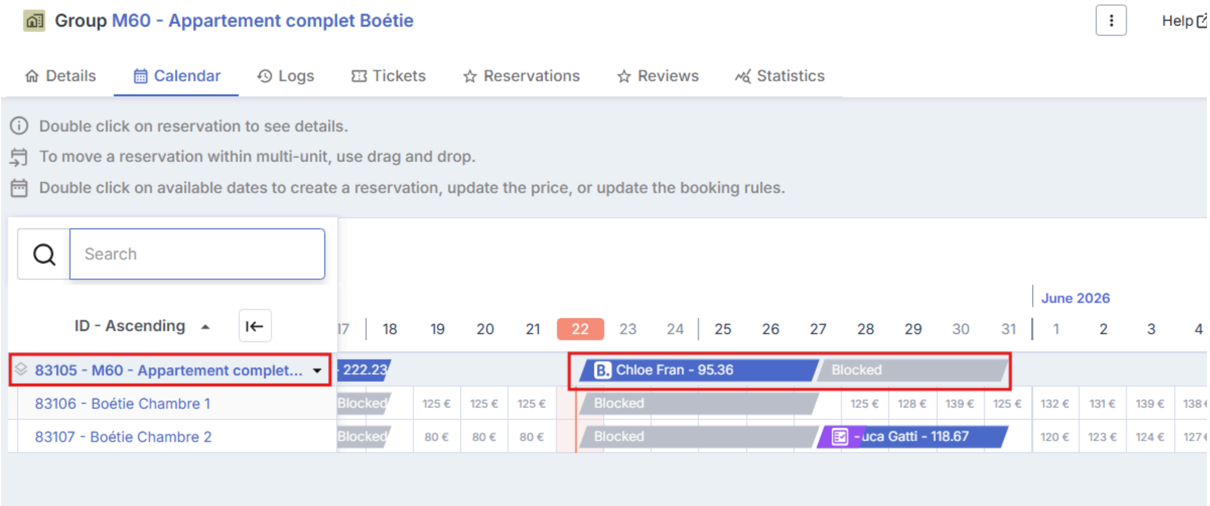
7 - Property page: license number now shows alongside "Not required"

On the property detail page, when a property had a license number AND the "Licence number is not required" toggle on, the number was being hidden. Now both are shown together as 1234567 (Not required).

Calendar

1 - Improvements on Groups (Main-Unit / Sub-Unit)

When selecting Group units, the main-unit is now displayed on top at all times, on a header — instead of the Group name — to match consistency of Inline calendar. "Multi-Unit X" was renamed to "Group x" to match the expected feature name.



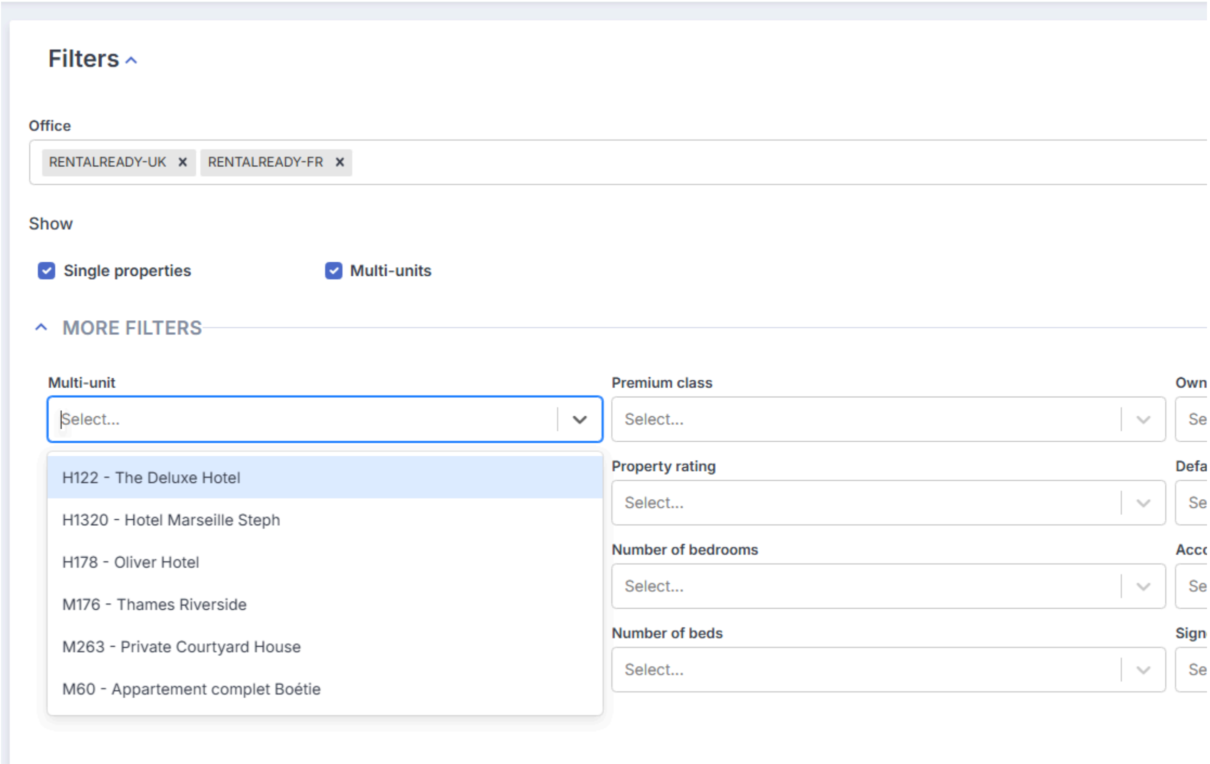
2 - Improvements to Hotels in the Inline Calendar

Room Types now display the Room Type ID + Room Type name (instead of Hotel name + Room Type name). Clicking on a Room Type now correctly redirects you to the Room Type page (previously, it redirected to the Hotel page). You can now see blocks created directly on Room Types — helping you better identify availability restrictions that may impact OTAs such as Booking.com and Expedia.

3 - Improvements to the Inline Calendar

What changed: When using the filters, selecting an Office will now display only the Multi-Units (MU) belonging to that Office. You can now search/select by MU ID (M7, H120, etc.).

Inline calendar

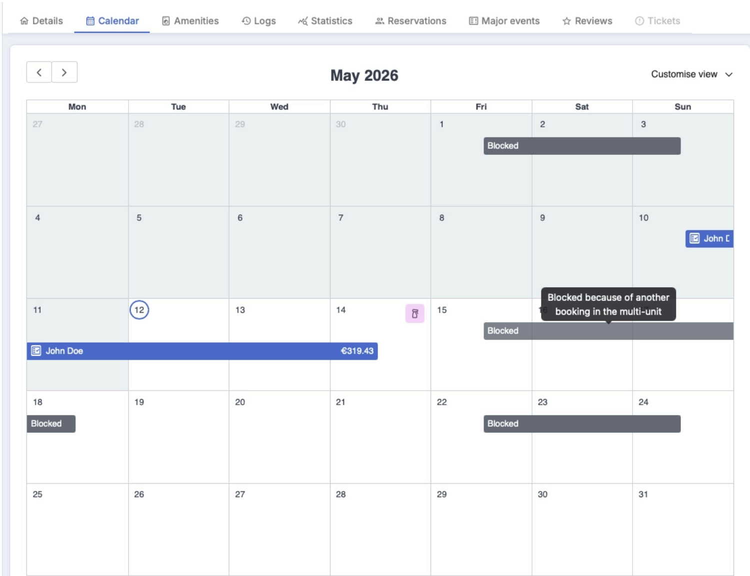


4 - Clearer multi-unit blocked-dates message

We tightened and unified the message that explains why a date appears as "Blocked" when a sibling property in the same multi-unit already has a reservation. Both the calendar tooltip and the booking detail side panel now show the same wording.

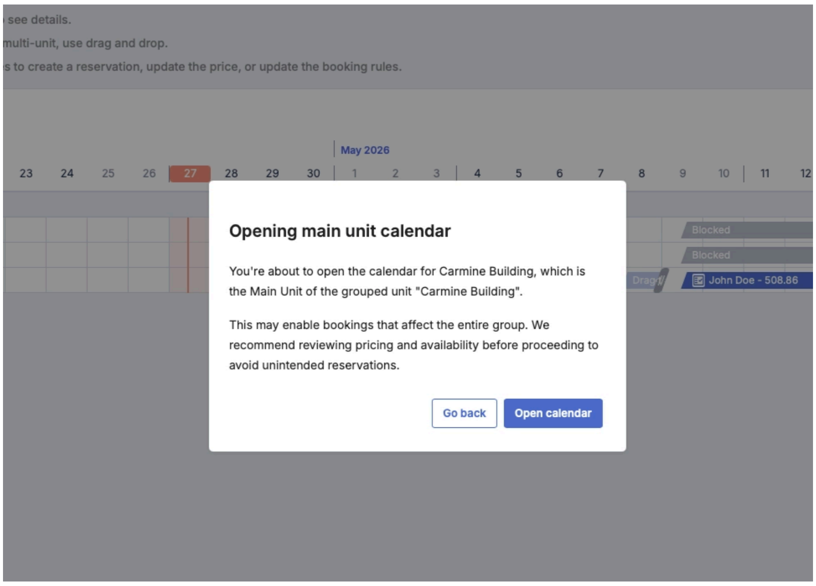
Calendar event tooltip changed from "Parent or child inside this property's multi-unit is booked." to "Blocked because of another booking in the multi-unit".

The booking detail side panel changed from "Another property inside the multi-unit has a reservation at this time." to "Blocked because of another booking in the multi-unit".



5 - Added confirmation modal when opening Main Unit dates

To help prevent users from accidentally opening dates on a Main Unit without reviewing pricing and availability across its sub-units, we've added a new confirmation modal before the action is completed. A warning modal now appears when you try to unblock dates on a Main Unit of a Parent/Child group. Go back keeps your selections, Open calendar confirms and applies the cascade as before. Soon, a separate modal for the same action when the restriction is caused by multi-unit block logic will also be released.



6 - Bug Fix: Inline Calendar Property Filter

Fixed a bug in the inline calendar where filtering by a property with a comma in its name (e.g. "Blyth's Wharf, Narrow Street") would return no results at all — even when combining it with other properties in the filter.

Root cause: The property name was being used as the filter identifier, and the comma was being misread as a separator between multiple values.

The filter now uses the property's numeric ID instead of its full name, so commas in property names no longer cause any issues. No visible change for users — the dropdown still displays the full property name.

7 - Improvements on calendar

We've just shipped two important improvements to the booking calendar.

Better Ticket Organization: Tickets now have their own distinct look in the calendar:

- Tickets display with a fresh new icon design
- Each ticket gets a unique orange background to stand out
- Closed tickets show up in gray so you know they're done

This makes it way easier to spot and manage tickets at a glance!

Fixed Calendar Timezone Issues: We fixed a frustrating bug where some properties were showing the wrong dates in the calendar.

- Properties in different timezones now display the correct dates

8 - Inline Calendar - Office preselection

Users with access to 5 or fewer offices will now have all their offices automatically preselected and applied when opening the inline calendar, so they no longer need to manually select offices and click Apply to see data.

Mailbox

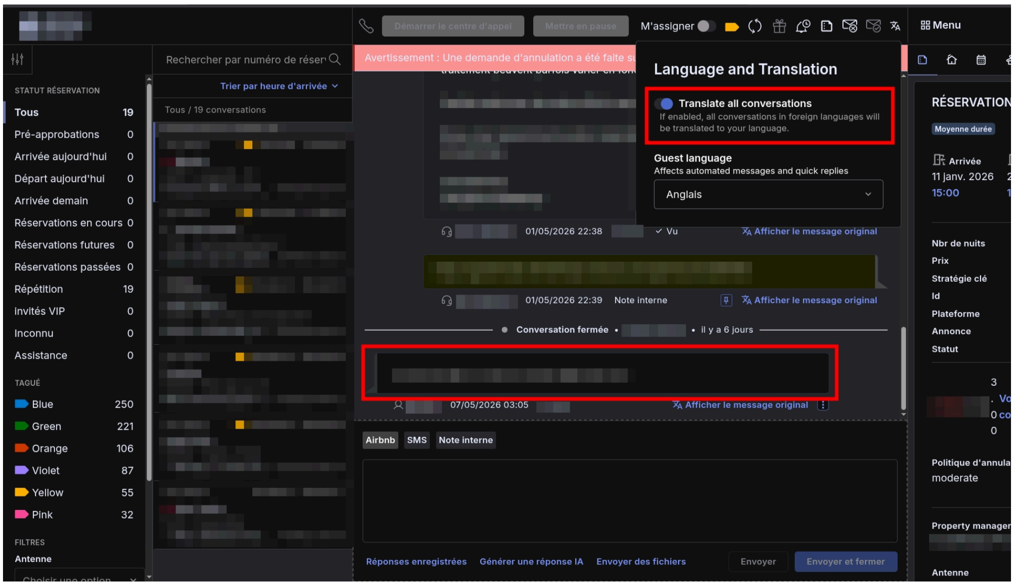
1 - Mailbox guest language - Fixed a bug

When a conversation is imported from Airbnb (or other OTAs) via the channel manager, the guest's language in the mailbox was always set to English, regardless of the guest's actual preferred_locale. This caused agents to see incorrect quick replies (e.g. English quick replies for French guests).

2 - Mailbox: "Translate all conversations" toggle

The auto-translate mailbox setting has been added to the conversation top bar.

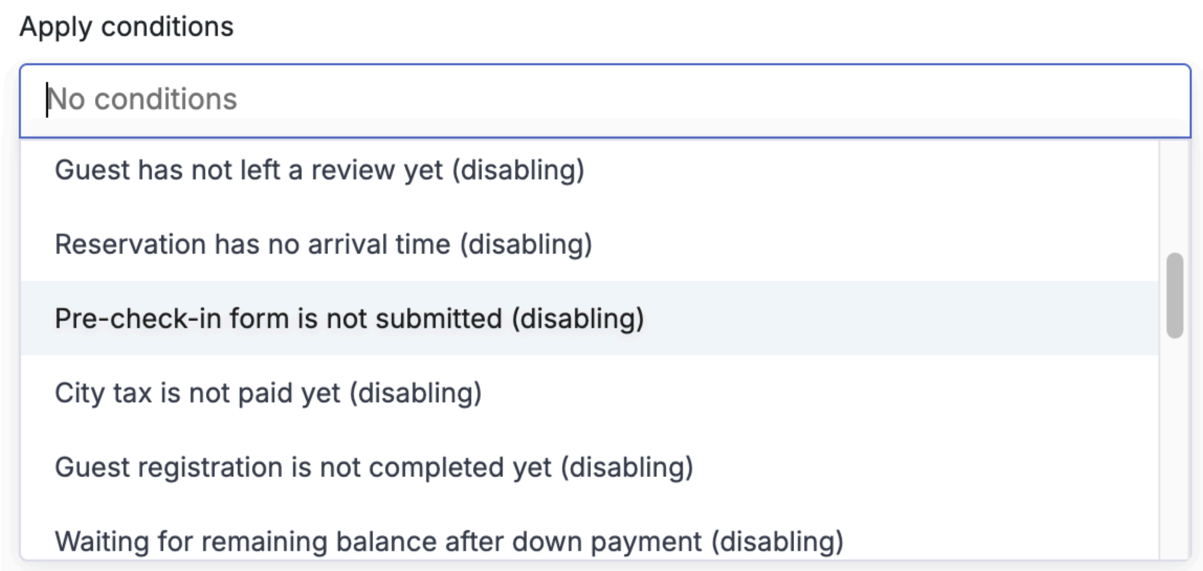
The guest language picker has moved into the same component. A new translation icon opens a Language and Translation popover containing: Translate all conversations toggle — saved at the user level, applies across the whole mailbox (default off). Guest language selector — saved per conversation, same behaviour as before, just relocated.



Automated messages

1 - New smart trigger - Pre-check-in form is not submitted

Currently, we use a smart trigger condition "no arrival time" as the logic to send reminder messages to guests about filling the pre-check-in form. However, some clients want to have a default arrival time, but also use the pre-check-in form to collect other data, such as a signature on a rental agreement. So, we added a condition "Pre-check-in form is not submitted" to be used as a condition to send pre-check-in form reminders with the smart triggers.



2 - New smart trigger condition: Pre-check-in form is submitted (delaying)

You can now delay an automated message until the guest submits the pre-check-in form. The system will keep retrying every 10 minutes and send the message as soon as the form is filled. This is useful for clients who need guests to sign a rental agreement before receiving check-in instructions. To use it, go to your notification template, Smart Triggers, Conditions and select "Pre-check-in form is submitted (delaying)".

3 - New look and new name for the guest notifications: "automated messages"

Guest notifications are now called "automated messages" throughout RentalReady. Similarly, "notification templates" are now called "message templates". The "automated messages" table was updated to newer design guidelines. There is a new column "recipient" in the table. There is also a new filter "recipient" (for now the only possible value is "guest", more values will be added very soon).

4 - Automated messages for owners and others recipients

When creating an automated message template, it's now possible to choose a recipient for the email when the "personal email" sending method is selected.

Options:

- Guest sends to the guest personal email set on the reservation.
- Owner (new option) sends to the email address of the property owner.
- Other (new option) sends to any amount of custom email addresses set up in the message template; emails are sent separately to each address.

With this change, the reservation detail page now has 3 separate tabs to display messages sent to the different recipient types. This new recipient system is compatible with both offices migrated to the smart triggers and offices still on the old rule system.

5 - Send guest invoices automatically through message templates

PMs can now drop the guest invoice link into any automated message - check-out email, follow-up, payment confirmation - without sending it manually.

Before: No way to attach or link the guest invoice from a template. Anyone who wanted to email the invoice to a guest had to do it manually, reservation by reservation.

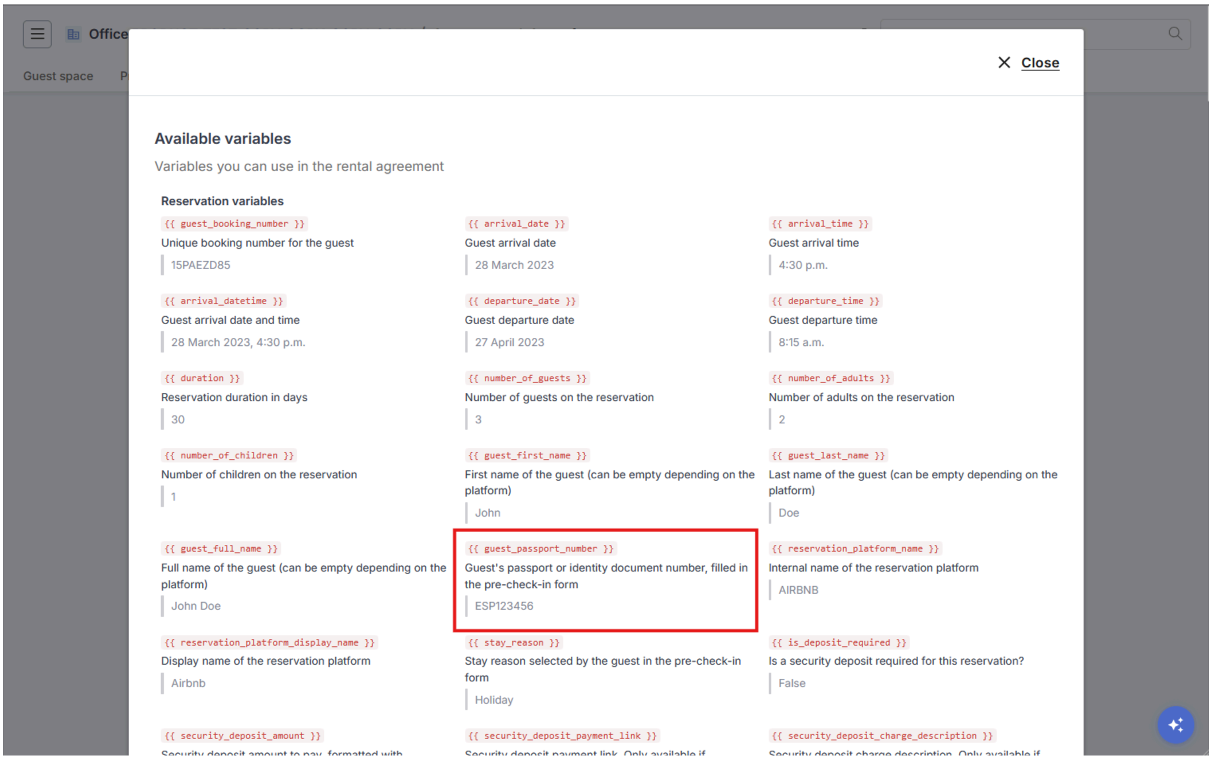
Now: A new `{{ guest_invoice }}` variable is available in the message template variables list, under the Reservation variables section. When the template fires, it resolves to a download link for that reservation's guest invoice PDF.

- Works in any message template, on any trigger (check-out, post-stay, custom rule)
- If no guest invoice exists yet at send time, the variable resolves to empty and the message still sends normally
- The link is public and can be opened by the guest without logging in

6 - New guest passport number notification template variable

We've added a new notification template variable to the rental agreement and guest automated message contexts.

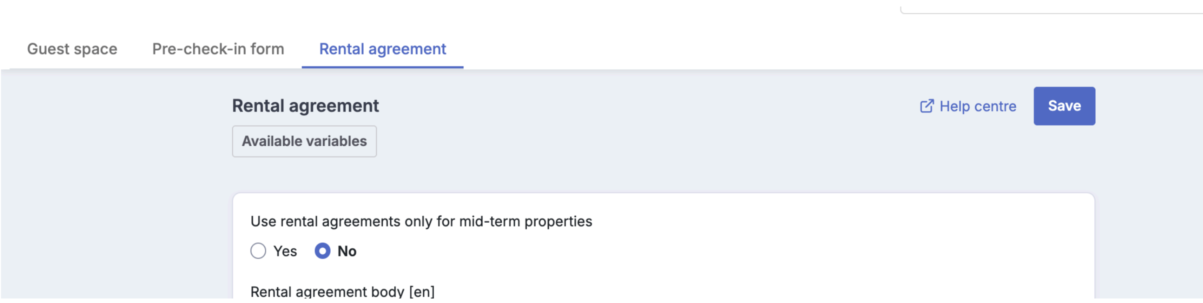
- `{{ guest_passport_number }}` to display the guest's passport or identity document number, filled in from the pre-check-in form
- `{{ guest_phone_number }}` the guest's phone number, filled in the pre-check-in form
- `{{ guest_personal_email }}` the guest's personal email, filled in the pre-check-in form
- `{{ guest_origin_country }}` the guest's country of origin, filled in the pre-check-in form



Reservations

1 - Rental agreement - For mid-term properties only

We added the "Use rental agreements only for mid-term properties" field in the "Rental agreement" form. If this option is enabled, the agreement should appear in the pre-check-in form only if the rental category of the property is "mid-term".



2 - Reservation detail page: Layout redesign

The page has been reorganized with a new layout around tabs and some sections redesigned (more coming soon).

New layout: Top of the page has a leftmost paper (dates, check-in/out, total + paid pill, comments, extend stay) and a property paper on the right, side-by-side.

For stay extension reservations, a stay extension paper appears at the very top. Below that, 5 tabs:

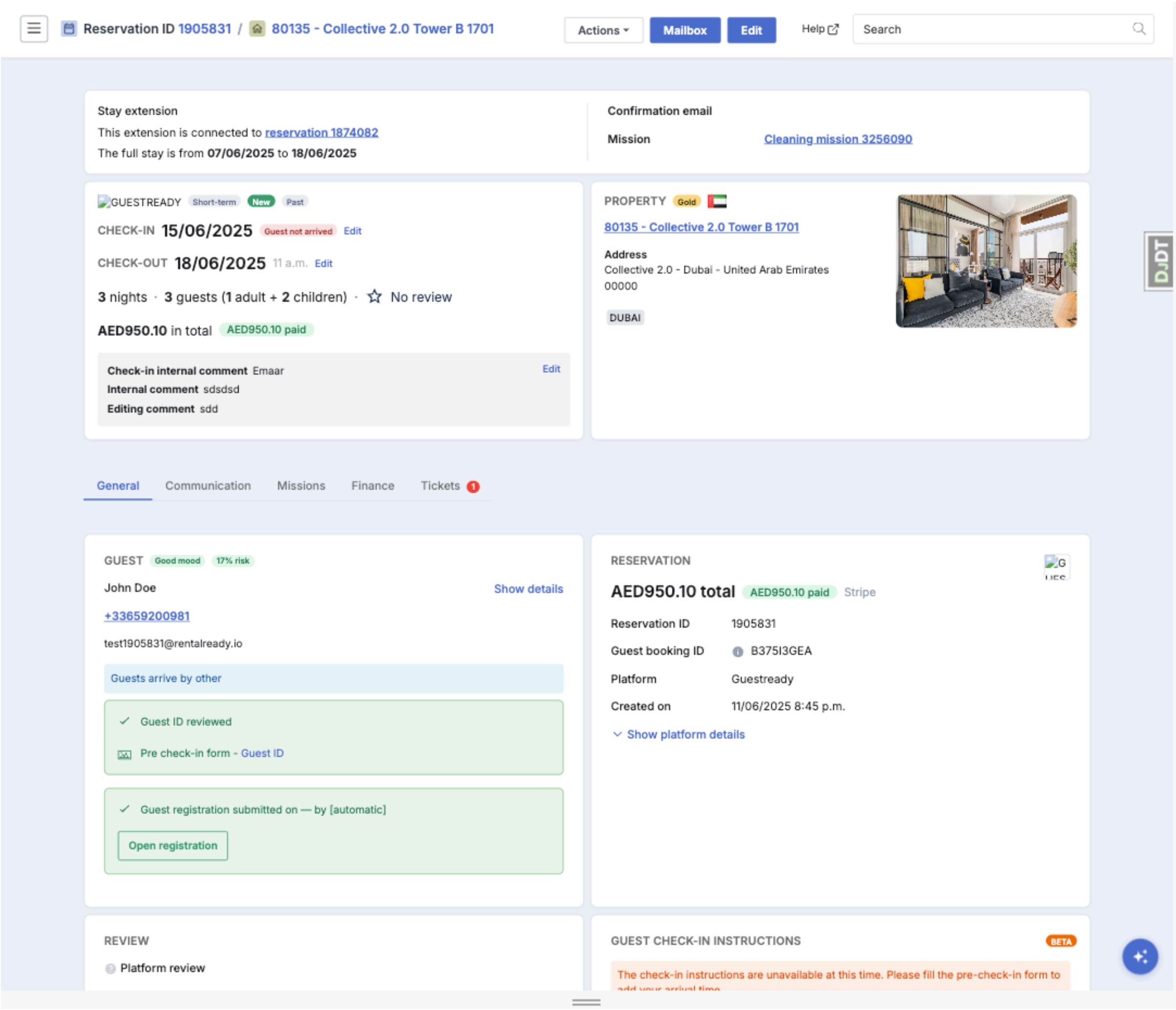
- General (guest, reservation, review, check-in instructions, reception, mid-term contract, documents, upselling, legal requirements)
- Communication (notifications, guest space, calls, smart triggers)
- Missions
- Finance (invoices, payments, payment links, payout adjustments)
- Tickets (issues; hidden if no access; shows unread count).

Tabs without content are disabled.

Redesigned papers:

- Review paper with three review rows (Platform / RentalReady / Host) and colored stars.
- Reservation paper with total + paid pill, platform logo, key IDs and reservation creation details, and a dedicated custom fields section.
- Guest paper with name, badges (VIP, Birthday, Genius, Business), mood and risk pills. Mobile: Papers go edge-to-edge on narrow screens.

All actions, modals, forms, permissions, and data are unchanged — only the layout differs.

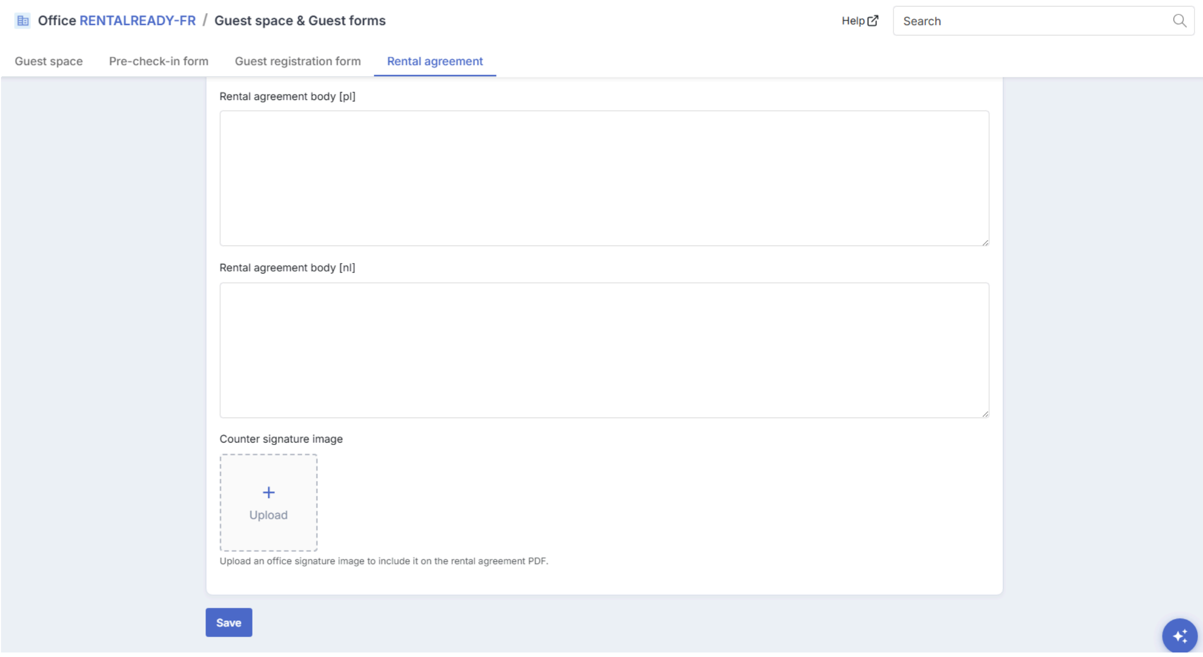


3 - Counter Signature Feature for Rental Agreements

You can now upload and store a counter-signature image per office, which will automatically appear on rental agreement PDFs alongside the guest signature.

How it works: Navigate to office settings, Guest space & Guest forms, Rental agreement. Upload a PNG, JPEG, GIF, or WebP signature image (max 1 MB).

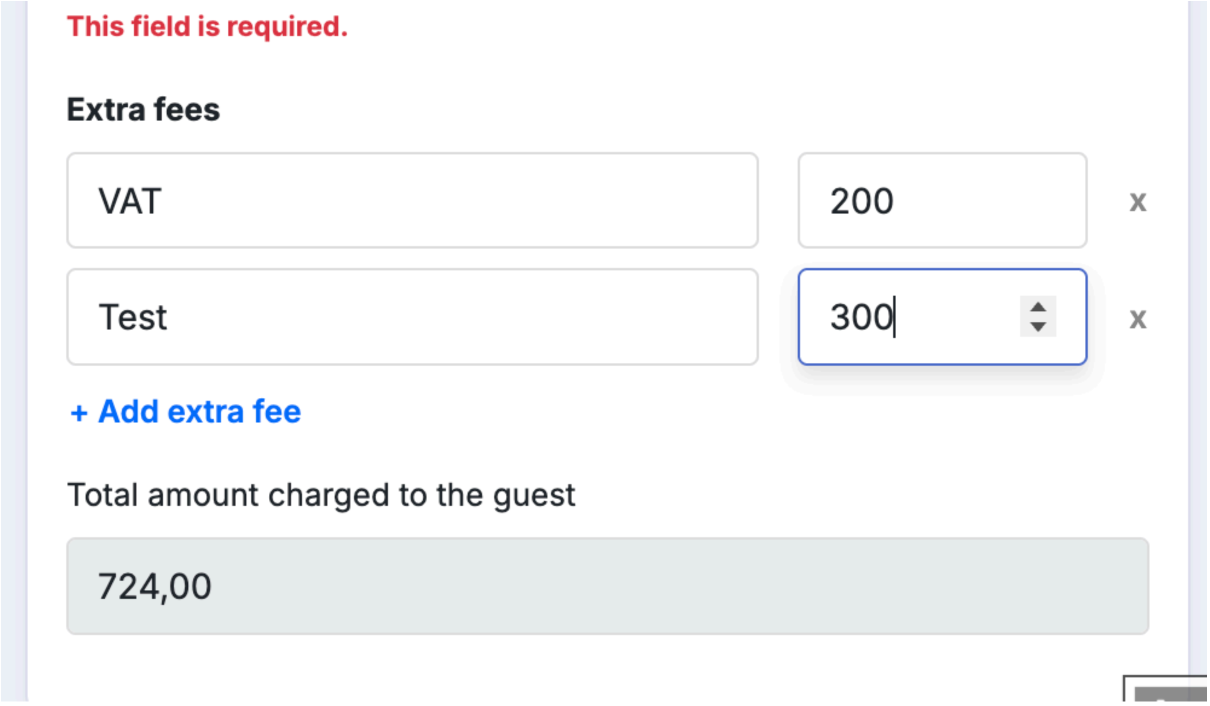
The signature will be saved and displayed on all future rental agreement PDFs for that office.



4 - Extra fees on manual reservation form

You can now add extra fees (VAT, city tax, DTCM, etc.) directly when manually creating a reservation, without having to edit it afterwards:

- New "Extra fees" section in the Finance panel of the Create reservation form, between Payment fees and Total amount charged to the guest
- Pick a platform, rows auto-fill from the extra fees configured for that property + platform (same as OTA / DBW reservations)
- Edit any fee name or amount, remove a row with the "x" button, or add a custom one with "+ Add extra fee"
- The Total amount charged to the guest updates live and now includes all extra fees
- When no platform is selected, a helper text guides staff to pick one — they can still add fees manually



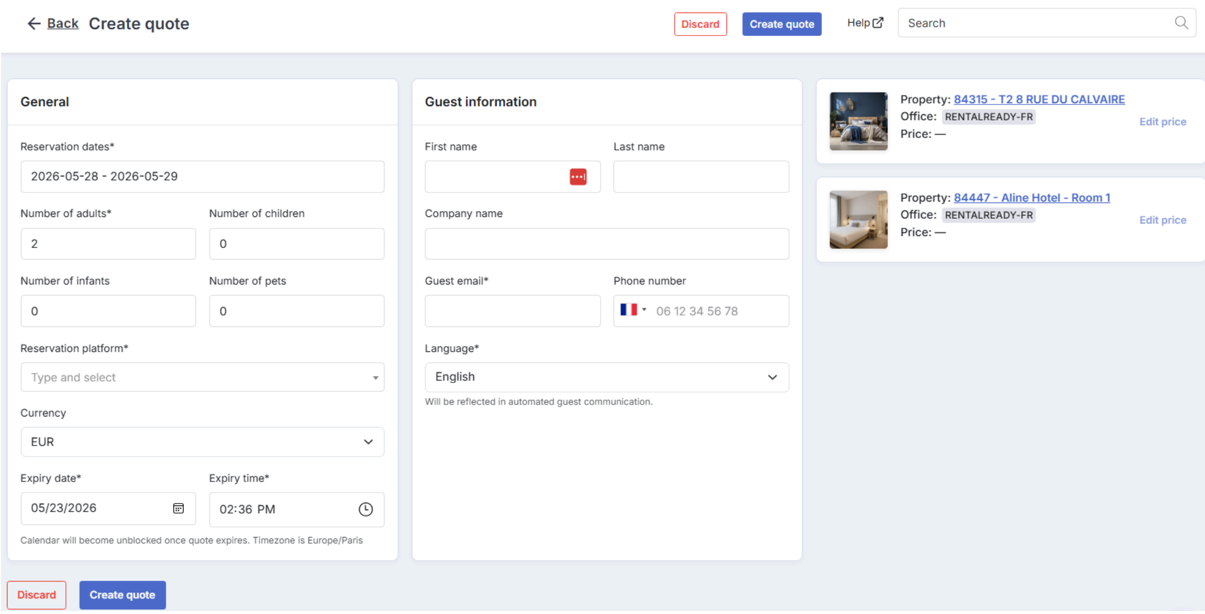
5 - Reservation quote management

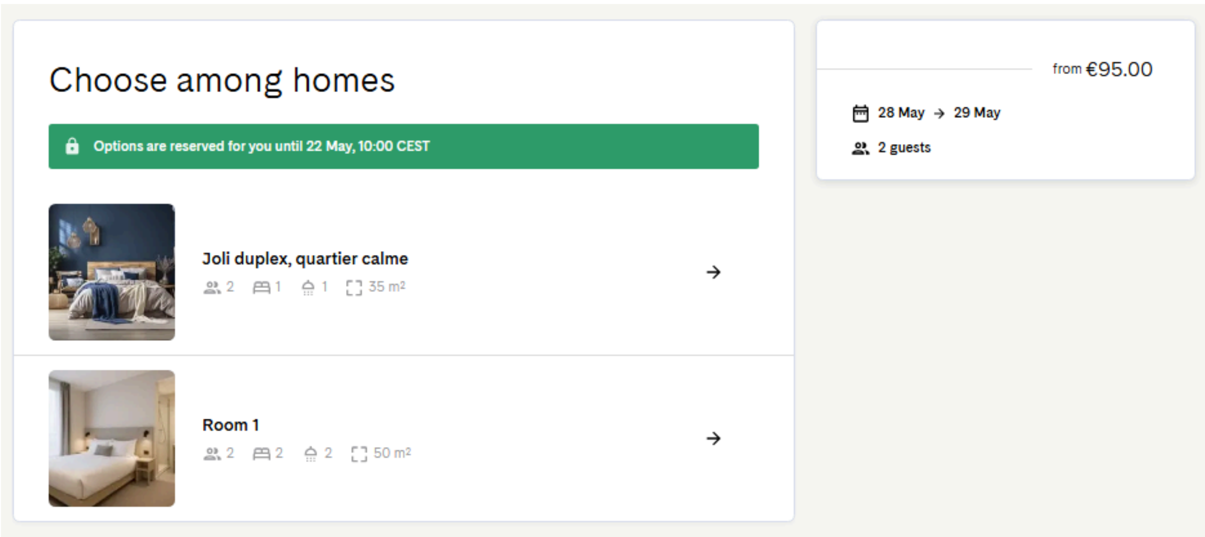
It's now possible to create a quote from the available property search page, by selecting one or more properties from the available search page and clicking on "Create quote".

From the quote creation form, users can set custom pricing or use the default calculated values based on the selected dates. Dates associated with a quote will be blocked on all associated properties until the quote expires.

Guests can see the details of the quote and make payment via direct booking website. Once the guest confirms their selection, dates will be unblocked on all other properties (note: currently, guests can only book one option per quote — in the future it will be possible to configure this to allow booking multiple options per quote).

Existing quotes are available by clicking on "Reservations > Reservations" in the sidebar, then going to the "Quotes" tab.





6 - Editing comment removed from reservation pages

Before: The editing comment was shown on:

- Reservation detail page
- Inline calendar (booking modal)
- Property calendar (booking detail)

Now: The editing comment is only displayed on the reservation history page.

7 - Reservation detail page — Small fixes and improvements

A few enhancements to the reservation detail page are going out. Here's what's new:

New badges on the top left summary paper (when applicable):

- *Stay extension* — when this reservation extends another
- *Has an extension* — when this reservation has been extended
- *Late check-out* — when a late check-out has been paid
- *Early check-in* — when an early check-in has been paid
- *Stay relocation* — when this reservation has been relocated

Layout changes

- Relocation info now appears right below the badges (more prominent than before, was lower on the page)
- *Rate plan* moved out of the "Show platform details" accordion — now visible by default, just below "Cancellation policy"
- *Custom fields* is now an expandable section, matching the "Show platform details" pattern

Copy buttons added

- Next to the Reservation ID
- On the check-in instructions paper

Check-in instructions paper expanded

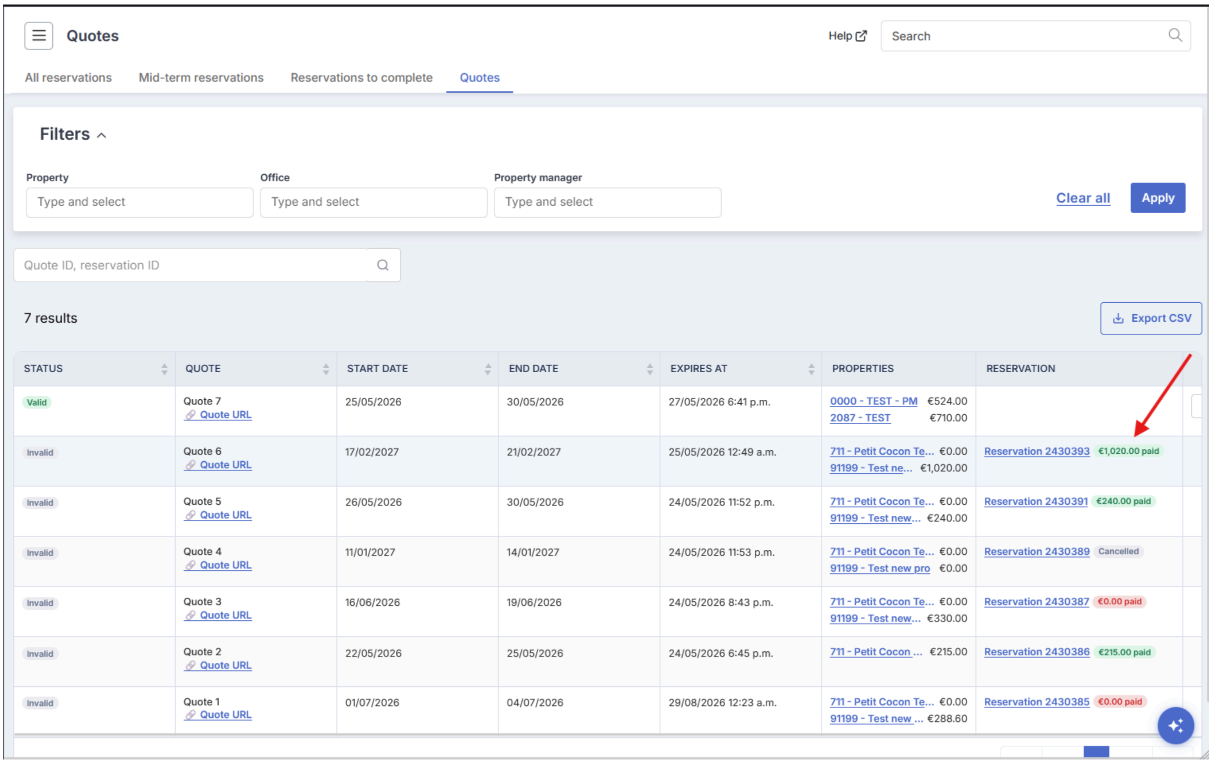
- New rows: *Check-in type*, *Key strategy*, *Lock box code*, *Building code 1*, *Building code 2*
- Long instructions now auto-truncate with a *Show more / Show less* link

Small UX fixes

- *Extend stay* button is now hidden on past and cancelled reservations
- Reviews section hidden on the top left summary paper for future/ongoing reservations; past reservations with no review show "—" instead of "No review"

8 - Reservation status badges added to quote management table

We have added reservation status badges to the quote management table, replacing the previous checkmark indicator.



9 - Validation of variables in rental agreement templates

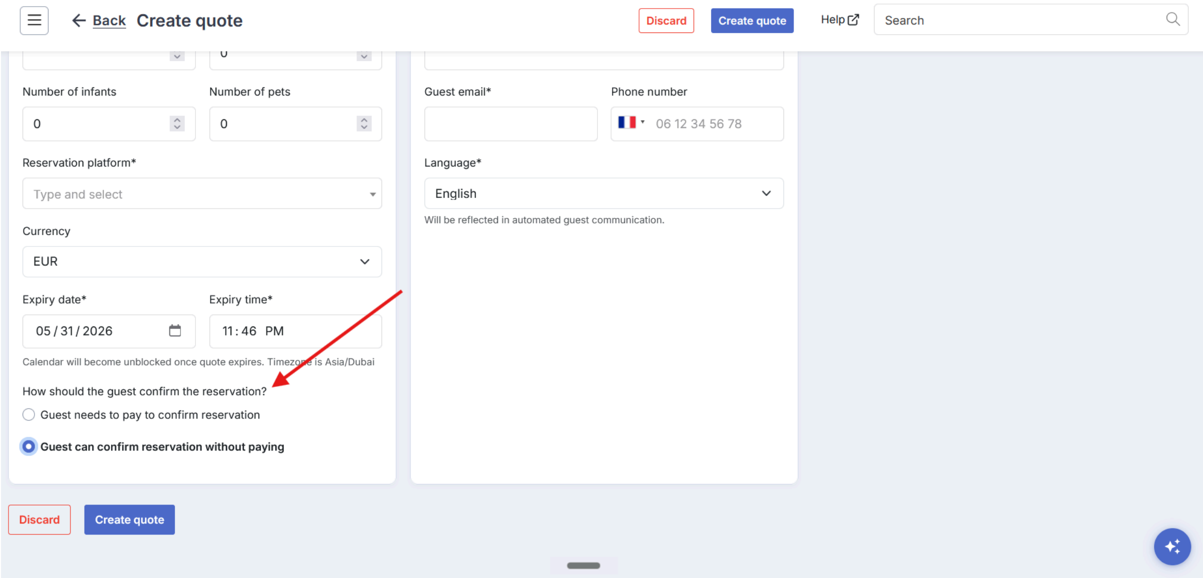
We've added validation to the rental agreement template fields — an error will be displayed if a template uses a variable that doesn't exist.

10 - Pay later option for reservation quotes

Users can now let guests confirm a reservation without paying upfront. What changed:

- Added a new payment option on the quote creation form, allowing users to choose whether the guest must pay immediately or can confirm the reservation and pay later
- On DBW, when pay later is enabled, guests can choose between “Pay now” and “Pay later” on the reservation confirmation page
- When “Pay later” is selected, the card payment form is hidden and the submit button becomes “Confirm reservation”
- Guests can provide an optional email, which defaults to the reservation email entered during quote creation
- If the guest confirms with “Pay later”, the reservation is confirmed immediately without taking payment

Note: Pay-later reservations are stored in the missing payments table, so users will still need to follow up with guests for payment.

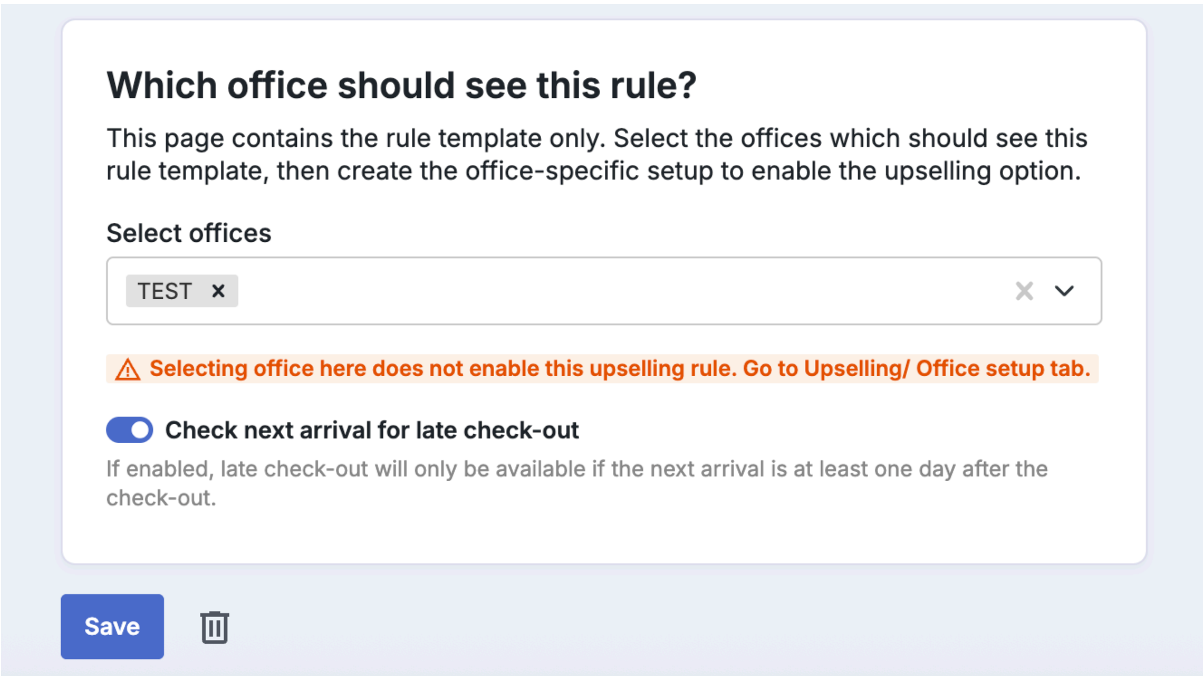


Upselling

Upselling Rule Configuration Improvements

We've introduced small UI improvements to the Upselling Rule configuration flow:

- Updated the paper section "Offices" on the Early Check-in and Late Check-out upselling Create and Edit pages.



Missions

1 - Download selected checklist photos

You can now select specific photos on the checklist detail page before downloading.

Button label updated from "Download all pictures" to "Download photos". If no photo is selected, downloads all photos as before. If one or more photos are selected, downloads only the selected photos.

2 - Pinch-to-zoom and pan in the checklist picture gallery

You can now pinch to zoom and pan pictures in the checklist picture gallery, making them easier to view on touch devices like mobile phones and tablets.

HomeReady

Ticket property auto-resolved from related fields

Clearing the property on a ticket from the edit page now resolves it automatically, the same way it already works on the create form:

- When a ticket's property is removed on the edit page, it is automatically resolved from the ticket's related fields: owner, mission, reservation, or guest review.
- If the property cannot be resolved from any of those fields, saving is blocked with an error asking users to add a property.

Finance

1 - Invoice settings live preview now matches the real invoice

We fixed three layout mismatches between the live preview on the Office Invoice settings page and the actual generated invoice PDF.

The Invoice extra information block now appears below the VAT summary and totals in the preview — same position as in the generated PDF. The preview now renders the real invoice logo configured for the office's property manager, instead of the generic dashed LOGO placeholder. The Description block on the right side of the meta section is now aligned with the recipient (Owner/Guest) block above it, matching the real invoice layout. Long description values no longer wrap awkwardly inside a fixed-width cell.

2 - Stripe security deposit pre-auths now auto-renew before expiry

Security deposit holds no longer lapse mid-stay. For offices using Stripe, the pre-authorisation is now refreshed automatically before it expires, so coverage stays continuous from booking to checkout.

Before:

- For offices on their own Stripe account, pre-auth holds expired after 7 days.
- Stays longer than 7 days were left with no deposit coverage once the hold lapsed.
- On Booking.com, pre-auth is taken 7 days before check-in - it could expire before the guest even arrived.

Now:

- The guest's card is saved at the original charge (Stripe shows a mandate-consent line under the card form, translated automatically).
- A daily job renews any pre-auth that is about to expire, without the guest having to do anything.
- If a renewal fails (card declined, insufficient funds, etc.), the office's ops Slack channel is notified immediately with the reservation details.
- Lead time is configurable per office - default is 1 day before expiry.

Heads up: auto-renewal only applies to new pre-authorisation payment links created after this release. Existing pre-auths created before today cannot be renewed because the guest's payment method was not saved on the original charge. They will continue to behave as before

3 - Stripe KYC now works for owners in Monaco and other cross-border countries
Owners based in Monaco, Andorra, San Marino, Vatican City and Gibraltar can now complete Stripe verification and receive payouts.

4 - Guest and accounting invoices now ready by start of European business hours on D+1

Guest invoices for a checkout on day D are now ready around 07:35 UTC on D+1, instead of late at night ~36h after checkout.

5 - Payment Link form: cleaner create and edit experience

The Payment Link create and edit pages have been polished so it is always clear which fields you can change and which you cannot.

What changed:

- Reservation field is always visible on create. When you open the form from a reservation page, the reservation is pre-selected for you. When you open the form from the Payment Links list, you pick the reservation in the same field — no more hidden state depending on where you came from.
- Edit page now greys out the fields you cannot change. Reservation, amount and currency render as disabled — matching what already happens for amount and currency today, but now applied consistently to the reservation too.
- Cleaner layout. Both pages now sit in a centered white card, consistent with the reservation detail page.
- "Other" category removed from the create dropdown. It was a legacy value not used since 2022. Existing payment links that still have it keep displaying it — only new ones are blocked from picking it.

6 - Payment links now self-heal when a rental's Stripe platform changes

Guests can finish paying even if a rental's Stripe platform (or its keys) were edited after the payment link was created. No more support escalation to manually fix orphaned payments.

Before: If a rental's Stripe platform was switched (or the platform's keys were edited in place) after a payment link had been created, the guest's card form failed to load. They could not pay. Support had to escalate to a developer to manually detach the stale payment from the link before the guest could retry.

Now: When the guest opens the payment page, the system checks whether the existing payment is still reachable on the rental's current Stripe platform. If it is not, the stale payment is automatically detached and a fresh one is created on the correct platform. The card form loads cleanly and the guest pays as normal.

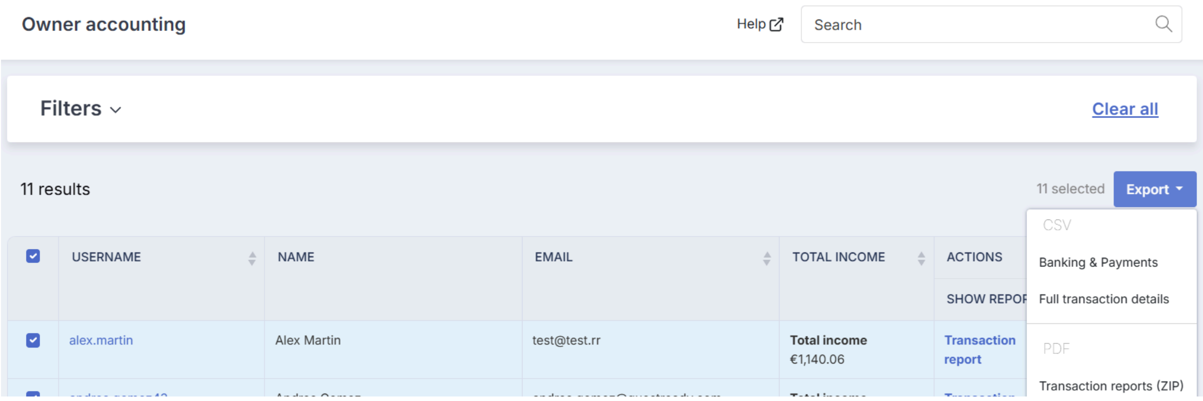
7 - Export the full transaction breakdown from Owner Accounting

A new Full transaction details option in the Export dropdown downloads one row per transaction line item per owner - the exact same CSV already available in the owner space. Each row carries the booking, fees, city tax, commission, VAT and payout adjustments behind the total.

- All active filters apply - filter by date range and owner, and the export contains only the matching owners and periods.
- The sum of the line items per owner matches the total income shown in the Owner Accounting table for that period.

Clearer export labelsThe dropdown options were renamed so it is obvious which file you are pulling:

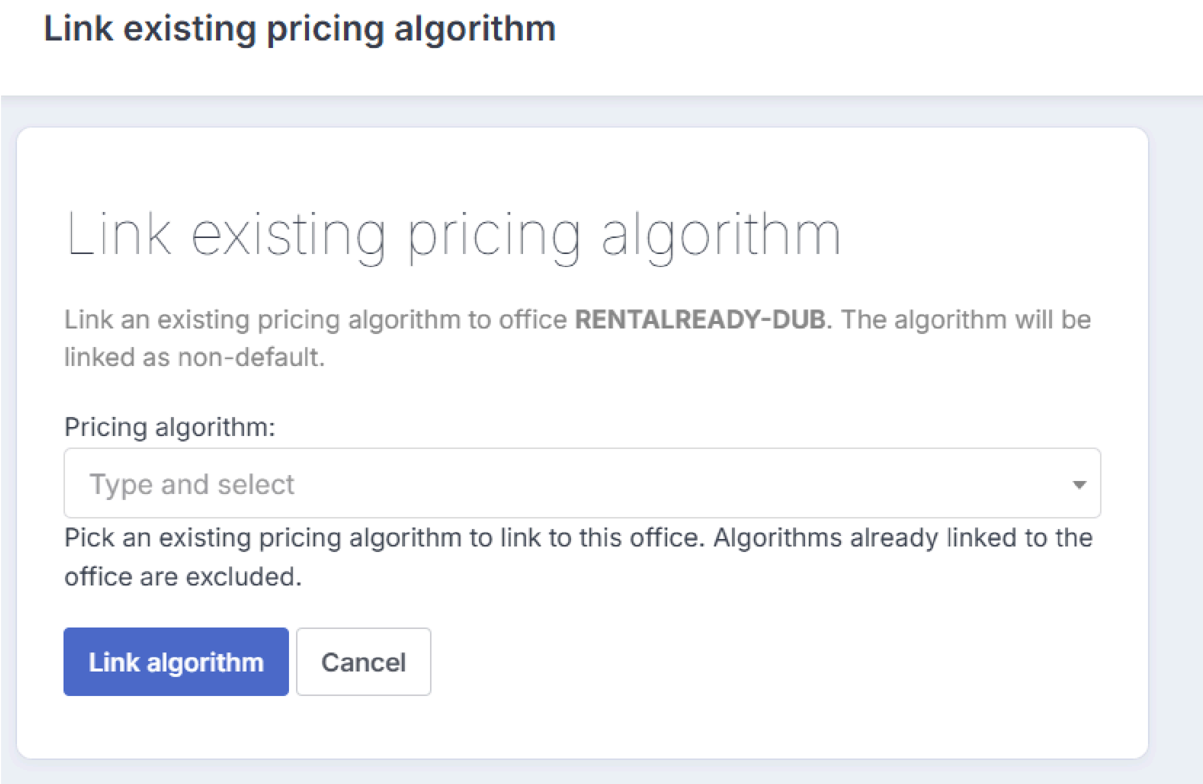
- The existing summary CSV is nowBanking & Payments.
- The new line-item CSV is Full transaction details.
- The PDF is nowTransaction report.



Pricing

1 - Link existing pricing algorithm

We've added a new button next to algorithms that will direct you to the page where you can assign an already created algorithm to another office.



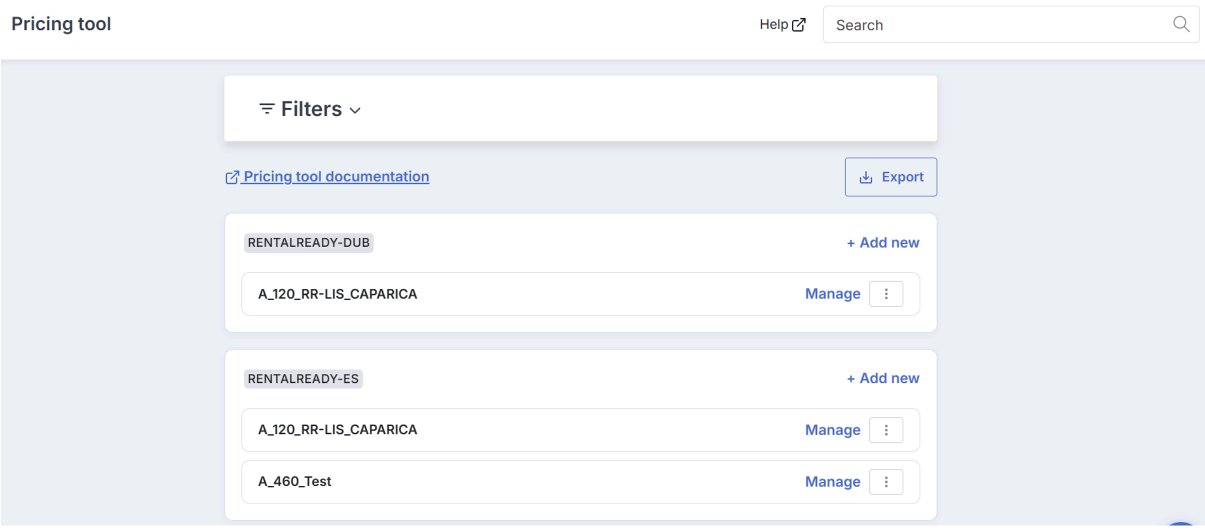
2 - Pricing Tool Design Revamped

The Pricing Tool has been redesigned with a more modern and user-friendly interface

All existing features remain available, now with an improved experience:

- Filters are still fully supported
- Pagination has been introduced for easier navigation
- The applied default algorithm is now clearer to identify

This update makes the tool more intuitive, faster to navigate, and easier to use overall.



Direct Booking Website

Highlighted amenities now shown in DBW

We have added support for showing highlighted amenities on the property detail page and guest space in Direct Booking Website. DBW now displays the highlighted amenities configured in the property setup. If no highlighted amenities are configured for the property, DBW falls back to the default amenities defined in the platform configuration.

Artificial Intelligence

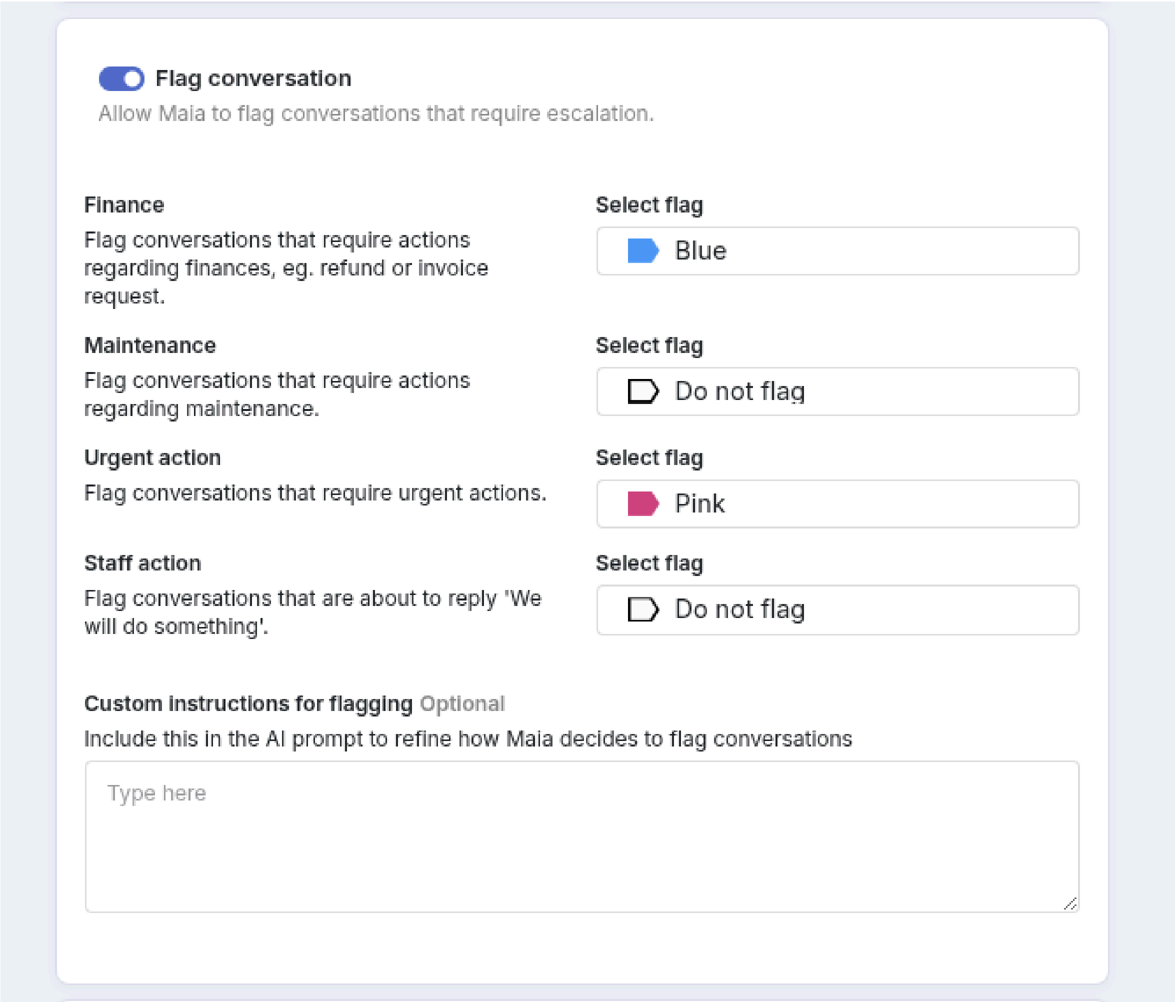
1 - Maia: Dedicated Field for Flagging Instructions

PMs can now add custom conversation flagging instructions in their own dedicated field, separate from the general instructions.

Before: PMs added flagging rules (e.g. "flag pink when guest mentions damage") inside the general instructions field, which was not designed for flagging logic, so the rules were sometimes ignored or caused unexpected behaviour. There was no dedicated place to tell Maia how to flag.

Now: Maia configuration has a new, separate text field for flagging instructions. Rules entered there are applied consistently every time Maia evaluates whether to flag a conversation.

Action required: If you have flagging or escalation instructions in Custom instructions for reservation or Custom instructions for pre-approvals, please move them to the new dedicated flagging field.



2 - Maia: Rebuilt Flagging & Escalation Logic

We rebuilt how Maia decides which flag (if any) to apply to a conversation. The new system fixes five long-standing failure modes in one go.

Before: Maia evaluated flags after writing its reply by scanning its own words for expected phrases. This caused: flags missed when Maia used an unexpected phrase;

wrong flag fired when Maia said something generic; silent fall-throughs when flags weren't configured; maintenance flags being overwritten by a staff flag that fired milliseconds later; Maia telling the guest "your issue has been escalated" while no flag was actually applied.

Now: Maia evaluates all four flag categories (urgent, finance, maintenance, staff) in a single step before writing the reply. The highest-priority applicable flag wins (urgent > finance > maintenance > staff). If the top one isn't configured for that property, Maia continues down the list. Maia will not say "I've escalated your request" without actually flagging the conversation. Maintenance flags are no longer overwritten.

Side effect: Inbox ticket creation also fixed — automated ticket creation from the Inbox was not working properly before, with a lot of cases skipped and almost no tickets created.

3 - Maia: Flag Reason Now Visible in the Inbox

Flagged conversations now show a short plain-language reason next to the flag, so staff can triage at a glance.

Before: The Inbox showed only the coloured flag chip — no context on why Maia flagged the conversation. Staff had to open the conversation and read the full thread just to understand what triggered the flag.

Now: Every Maia-applied flag carries a short reason captured at the moment of flagging (e.g. "broken AC", "invoice request", "guest demanding human"). The reason renders directly in the inbox event log next to the flag chip. Reasons are always in English regardless of the conversation language, for consistent triage. Manual flags (applied by staff) keep working exactly as before. Faster triage, less context-switching for the inbox team.

4 - Maia: Now Reads Listing Photos to Answer Visual Questions

Maia can now use property listing photos as context when guests ask questions about physical or visual aspects of a property (curtains, appliances, hangers, layout, outdoor spaces, etc.).

Each rental's listing photos are analysed once by a vision model — every visible entity (appliances, furniture, fixtures, room features) is detected and described in text form.

When a guest asks a visual or physical question, Maia retrieves the relevant entities and injects them into the context.

Policy/pricing/date questions skip this step entirely.

Photo analysis runs on-demand the first time it's needed, then is cached for all future conversations. The actual photos are not sent to the model — only the text descriptions.

5 - Maia: Fixed: Rapid-Fire Guest Messages No Longer Skipped

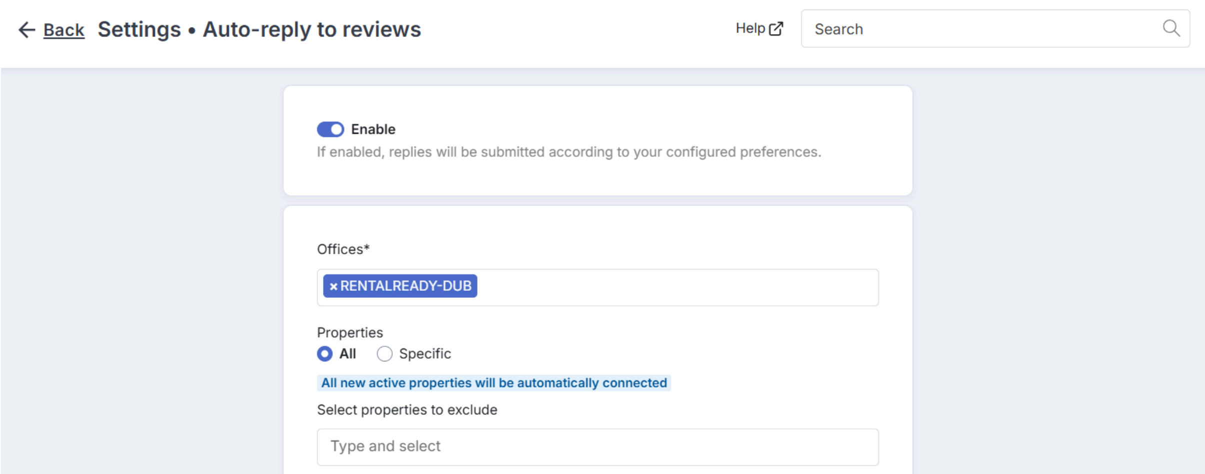
We fixed a bug where Maia would silently drop guest messages when a guest sent two or more messages in quick succession. Maia now correctly handles rapid-fire bursts — earlier tasks bail out cleanly, and the latest task answers the full burst in one reply. The reply takes all the messages of the burst into account, not just the last one. Generalises to any number of fast follow-ups (2, 3, 4+).

6 - Auto-replies to guest reviews can now be turned off for specific properties

The Auto-reply to reviews settings page has now two property modes:

- All - every active property in the selected offices gets auto-replies, with an optional list of properties to exclude.
- Specific - only the properties you pick get auto-replies.

New active properties added later are picked up automatically in All mode.



RentalReady Apps

1 - Bug fix — Delay report form (Agent mobile app)

After submitting a delay report in the mobile app, users were left on a blank page. This has been fixed:

- A success confirmation toast now appears after submission
- The app automatically navigates back to the previous screen
- The previous screen reloads to reflect the latest state

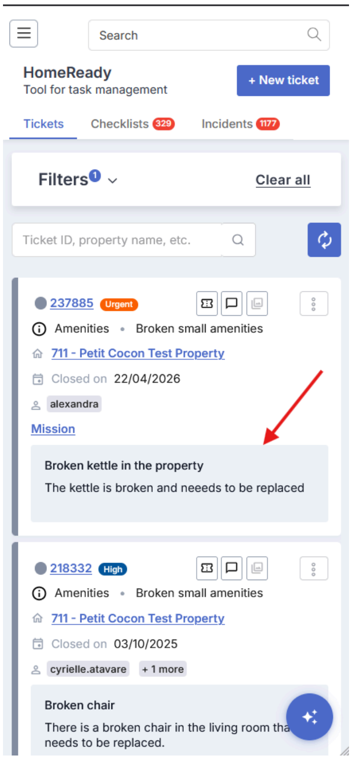
You need to download the last version of the Agent mobile app (7.6.2)

2 - The inline calendar now scrolls vertically on mobile

Previously, swiping up/down on the calendar area (dates and reservations) would scroll the whole page instead of the property list. This has now been fixed — the list scrolls correctly when you swipe on the right panel, and date navigation (left/right swipe) works as before.

3 - Ticket title and description now shown on mobile cards

On the tickets page on mobile, you can now see a ticket's title and description directly on each card, without opening the modal.



4 - Inline Calendar

We've shipped a few improvements to make the calendar easier to use, especially on mobile. Here's what changed:

Better experience on mobile & tablet

- Scrolling to the bottom of the calendar no longer triggers an automatic load — this was causing the screen to freeze on touch devices
- The Load more button now appears *inside* the scroll area, so newly loaded properties are immediately visible above it
- While loading, the button shows a spinner, so you know something is happening
- The three-week zoom level is now available on mobile, too

"How to navigate" button (mobile only)

On small screens, the help tips are now hidden by default to save space. A new How to navigate button (next to the filter button) opens a modal with all the relevant hints. On tablet and desktop, the tips remain visible as before.

Visual polish

- The calendar is now taller (takes up more of the screen, less wasted space)
- Reservation blocks are better aligned within their rows
- On mobile, a new "Show picture" toggle in the Customise menu lets you choose whether property pictures appear in the sidebar (off by default on mobile)

Better experience on smaller screens

The calendar modal now fills the screen width properly on tablets and phones, making it easier to read and interact with.

Close button on the modal

You can now close the calendar modal with the X button in the top-right corner — no more hunting for a way out.

Scrollable tab bar

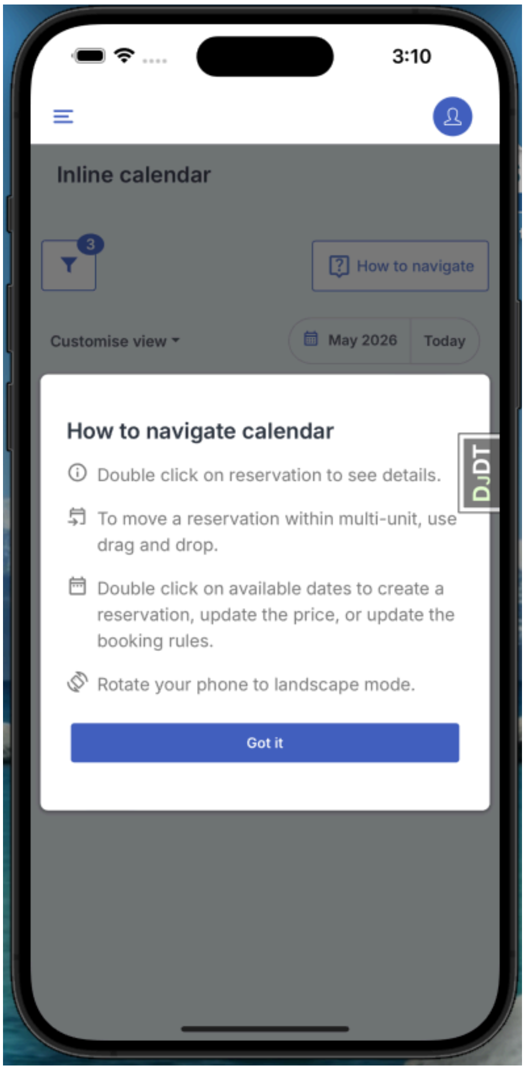
On smaller screens, the tab bar no longer gets squished — it scrolls horizontally when there isn't enough space.

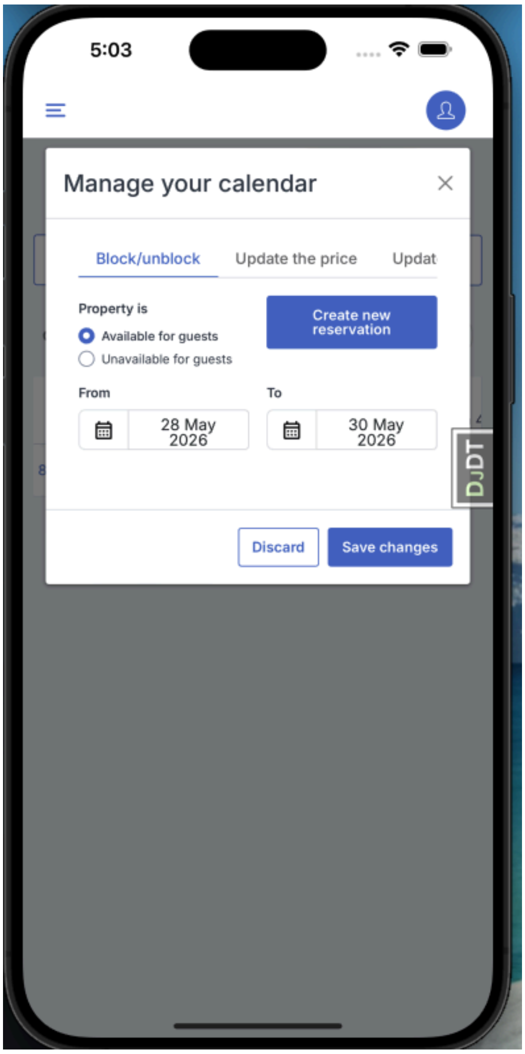
No more page refresh when rotating your device

Rotating your phone or resizing your browser window now updates the layout automatically. The calendar adapts in real time without needing a manual refresh.

Cleaner date headers on tablet

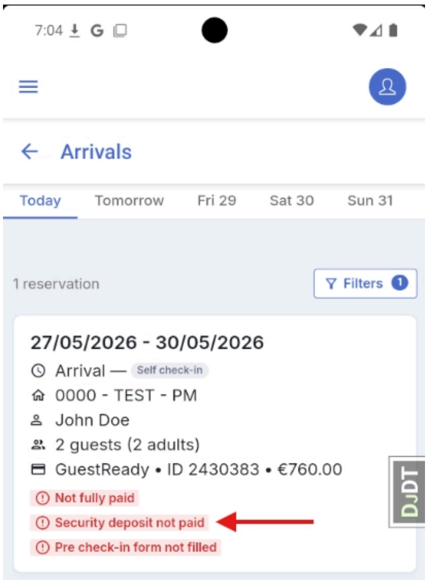
When using the "One week" view on a tablet, day labels now show in a compact format (e.g. *We 3*, *Th 4*) instead of the full date string, keeping things tidy.





5 - Security deposit alert added to the staff mobile app

Users can now see when a guest still owes a security deposit directly on reservation cards in the Arrivals and Ongoing reservations tabs.



RentalReady API

1 - Manage a property's upselling configuration via the public API

We have added GET and PATCH /api/v3/rentals/{id}/upselling_configuration/ to the public REST API, so partners can read and update which upselling configuration is assigned to a property programmatically.

- GET /api/v3/rentals/{id}/upselling_configuration/ returns the configuration currently assigned (or null if none) — requires the rentals:read scope.
- PATCH /api/v3/rentals/{id}/upselling_configuration/ assigns a configuration (or clears it with null) — requires the rentals:write scope.

Only configurations connected to the property's office can be assigned; anything else is rejected with a 400, matching the validation already enforced by the UI.

2 - API access - Machine-to-machine authentication fixed

Machine-to-machine OAuth now works correctly for PM systems that connect to RentalReady without a human login. Before: Any PM system configured with the client credentials grant type received a 500 server error when requesting an API token. Valid credentials were recognised, but the token creation process expected a logged-in user — something that does not exist in a server-to-server connection. This blocked all API activity for any integration using this method. Now: Tokens are issued correctly. PM systems using machine-to-machine OAuth can connect and call the API without errors. Invalid credentials continue to be rejected with a 401 as expected.

Who is affected: Property managers whose systems connect to RentalReady via server-to-server OAuth — with no human login step involved.

3 - Reservation cleaning options updated

We have updated the Reservation API endpoints to use FULL_PROPERTY_MANAGER instead of FULL_BNBLORD for the return_cleaning and departure_cleaning fields. This makes the cleaning option clearer and more representative for our API consumers.

4 - Infant and pet counts now exposed in the v3 Reservations API

The v3 reservations API was only returning number_of_adults and number_of_children. Infants and pets were already stored on reservations but were silently missing from API responses — making it look like guests were absent from a booking.

The number_of_infants field is now returned in both the standard /api/v3/reservations/ and the invoicing /api/v3/invoicing/ endpoints. The number_of_pets field is now returned in both endpoints as well. API consumers can now see the full guest breakdown that was always stored in RentalReady.

5 - Mid-term reservations now expose a full financial breakdown per period

Partners pulling mid-term reservations via the API can now see exactly what is owed for each rental period - not just the reservation total.

Before: `GET /api/v3/reservations/{id}/` returned only the aggregated totals. For a 6-month booking, partners could not tell what was due in month 1 vs month 2, and could not separate the rental income from city tax, platform fees, or cleaning share.

Now: A new mid_term_period_breakdown field returns a list of periods. Each period contains:

- Period start date, end date, and payment due date
- Guest-facing amounts: total guest payment, rental income, platform fees, city tax, cleaning fee share
- PM and owner amounts: PM commission, owner net payout

For classic (short-term) reservations the field returns null.

Rental income (base rent) is now exposed as its own line, separately from the total guest payment. This is the figure partners need to calculate commission on the actual room income, excluding taxes and fees.

6 - API integrations can now identify offices and property managers by ID

Partners building on the public API needed a reliable way to identify which office and which property manager a user belongs to. Until now, offices appeared in the list endpoint without an ID, and there was no endpoint at all for property managers - integrations had to match on names, which breaks as soon as a label changes. What is new:

- Office ID is now returned in the `/api/v3/offices/` list response
- New endpoint/ `api/v3/property_managers/` returns id and name for every property manager the authenticated user has access to.
- New OAuth scope `property_managers:read` required to call the new endpoint.

7 - Messaging API now supports Airbnb, Booking.com, HomeAway, VRBO and email

Third-party integrators can now send guest messages through the API on every channel the mailbox already routes - not just internal notes and guest space.

Now, the `channel` field accepts:

- internal - internal note, not visible to the guest
- guestspace - sent via the guest portal
- airbnb, booking-com, homeaway, vrbo - sent through the channel manager thread
- email - sent via email to the guest

If an OTA channel is requested but the conversation has no channel manager link, the API returns a clear 400 error. Same for email when the guest has no usable email address.

Per-channel limits still apply: Airbnb enforces a 72-hour reply window, Booking.com restricts format and length. These are documented in the API schema.

8 - Rateplans were added to RR API - Reservation endpoint

The Reservations API now returns the rate plan for every reservation, so partners can tell whether a booking came in on Non-refundable, Breakfast, Standard, or a custom rate plan.

Two new read-only fields:

- rate_plan_name: the raw identifier captured at booking (e.g. NON_REFUNDABLE, BREAKFAST).

- rate_plan_display_name: the friendly label (e.g. "Non-refundable").

Where to find it: GET /api/v3/reservations/ and GET /api/v3/reservations/{id}/

Integrations

Voiding a Payment Adjustment now triggers the credit note in Hostkit automatically

Voiding a Payout Adjustment from `Reservation > Payment Adjustments > Options > Void` automatically fires the credit-note webhook to Hostkit, which generates the credit note on its side.