

PMS RentalReady Releases 06.2026 (June)

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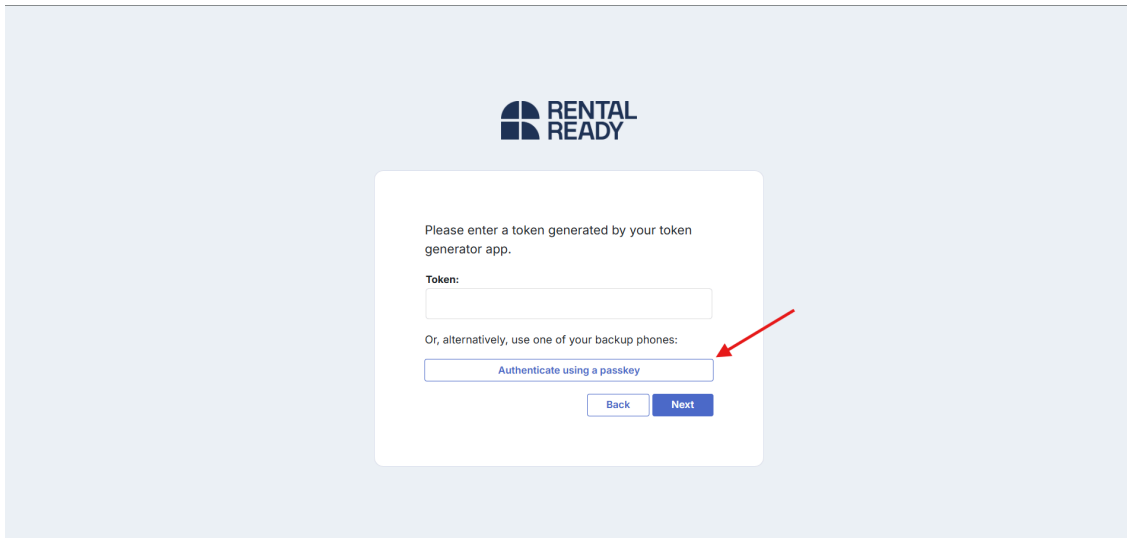
Security

1 - Multiple 2FA methods

We have added the ability to register multiple two-factor authentication methods on the same account, instead of being limited to a single one. This avoids relying on backup codes when, for example, a passkey isn't available on the device.

- The Account Security page now lists all configured 2FA methods, with options to set any of them as the default, unregister one, or add another method
- The default method is marked with a badge — it is the method the user is asked for first when signing in
- When signing in, users can switch to any of their other configured methods instead of the default one
- Passkeys are the only method where users can add more than one, each identified by a nickname

- When unregistering the default method, the next configured method automatically becomes the new default
- Methods that can only be configured once (email and token generator) disappear from the picker after setup



2 - Login - the Select account screen now shows each account's username

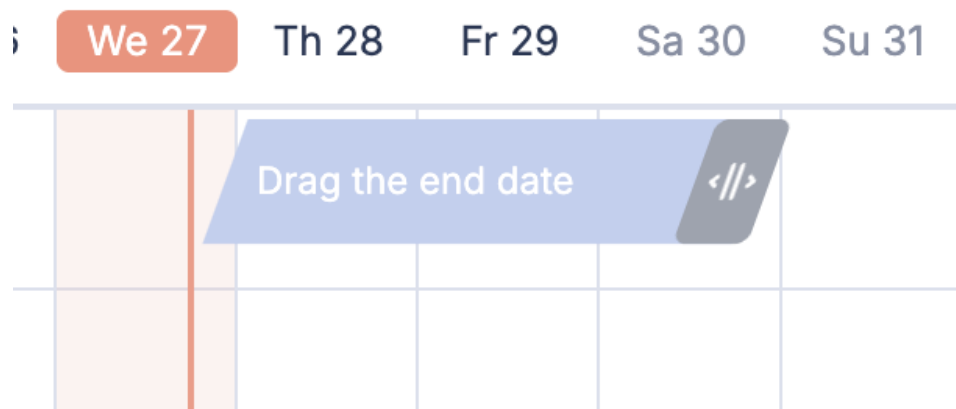
Some users hold several accounts under the same email address. When they log in, RentalReady shows a "Select account" screen so they can pick which account to continue with.

Each option on that screen now shows the account's username as the bold primary label. The property manager name, the role, and (for owners) the number of properties stay underneath as secondary text.

Inline calendar

1 - Mobile Calendar — Booking Flow Improvement

- Double-tapping an empty calendar cell on mobile now opens the booking modal immediately — no more draggable bar on small screens
- Updated label: "Drag the end date" (was "Drag to end date")



2 - Inline Calendar — "No Results Found" Empty State

- Updated label in the new reservation item: "Drag the end date" (was "Drag to end date")
- Default preselected duration reduced from 5 nights to 2 nights
- Added a clear empty state when filters return no properties

3 - Inline Calendar — two improvements

- Your view settings are now remembered: Zoom level, cell labels, and photo display are saved automatically per device. No need to re-select them every time you open the calendar.
- Mac trackpad back gesture fixed: Swiping left on the highlighted calendar area (see image) no longer accidentally navigates you away from the page.

4 - Inline Calendar - checkout-day prices are here!

When the Price display is turned on:

- Prices now show on checkout days - the night a guest checks out is actually free to book again, so its nightly price now appears on that day too (it used to be blank).
- Slimmer checkout block - the booking now takes up less of the checkout day, leaving room for the price right next to it.
- Book straight from a checkout day - double-click the free part of a checkout day to start a new booking. No more "This date is already booked" message.

Works across all zoom levels and on mobile.

Missions

1 - Improvement on the mission create and edit forms

The dropdowns for Mission subtype, Charged to, Payment status, and Category (in the "Invoice to owner" section) are now searchable — just start typing to filter options by name and find what you're looking for in seconds. This is especially useful for teams with large catalogues of mission sub-types!

2 - Pet info for cleaning agents

Agents can now see when the previous guests brought pets - directly in the agent app!

- Where: the "My to-do" page in the agent space
- What: a warning like "The previous guests brought 3 pets" now shows on cleaning & check-out missions when the previous guests had pets

Missing checklist

11 a.m. – noon • 29 June • 1 hour

• Cleaning • × No linen info

0000 - TEST - PM • PRODUCT_TEST

Test Test Test TEst Test, Ashish Complex, Dahisar East, Mumbai, Maharashtra, India, 31000
Grande place (Ligne 1)

Key strategy: Managed smart lock

Next reservation: No future reservations

The previous guests brought 1 pet.

Fill checklist

See mission details

Report a problem

Notify guest "I am arriving in 30 min"

HomeReady

1 - Track users closing incidents

When closing an incident manually, RentalReady now saves which user has closed it. This information is displayed in the incident table and the incident detail page.

Closed

Reported incident • Maintenance

Il manque la télécommande de la TV dans le salon.

Property6211 - Birdland★4.64

CategoryMaintenanceEdit

Incident ID34437

Reported on28/06/2024 3:18 p.m.

Agentcecil.taylor

Mission2300277

Closed18/06/2026 11:39 p.m.
Résolu cet après-midi

Closed byronan.boiteau

IncidentCategory

ClosedIncident 69070MaintenanceLe lit a été cassé

ClosedIncident 67039Maintenanceil faut changer

ClosedIncident 34437MaintenanceIl manque la tél

Mailbox

1 - Conversation Summaries Now Manual Only (Automatic Refresh Temporarily Paused)

Conversation summaries in the inbox no longer refresh on their own as new messages come in. Staff still generate or refresh a summary on demand with the existing button.

Before: Conversation summaries were generated and refreshed automatically as messages were exchanged, so the inbox always showed an up-to-date summary without anyone having to click.

Now:

- Automatic generation is paused - summaries no longer refresh on their own.
- Staff still generate or refresh a summary on demand from the inbox, exactly as before.
- Summaries now run on a lighter, cheaper AI model as part of the same cost-saving effort.

Property

1 - Accessibility amenities now sync to Airbnb (photo required)

Airbnb requires photo evidence for certain accessibility amenities, such as grab rails and ceiling hoists. Until now, those photos lived only in RentalReady and were never sent to Airbnb - so Airbnb rejected the accessibility amenities, and they never made it onto the listing.

What's new:

- Photos attached to accessibility amenities now sync to Airbnb, alongside the property's listing photos.
- Supported accessibility amenities can now publish to Airbnb and appear on the listing as intended.
- Existing photos are picked up automatically on the next sync - no need to re-upload anything.

New reminder:

- Saving a photo-required amenity without a photo now shows a non-blocking reminder: "Photo required to publish on OTAs".
- Single amenity modal: warns of missing photo.
- Batch edit page: the dialog lists every amenity still missing a photo before saving.
- The reminder never blocks saving; accessibility amenities without a photo simply won't be sent to Airbnb until one is added.

Validation can take a few days. Airbnb reviews these accessibility amenities manually, so after you add the amenity and its photo it may take a few days to appear on the listing.

Accessibility amenities in question:

- Bathroom - step-free access
- Bathroom - wide doorway
- Bedroom - step-free access

- Bedroom - wide doorway
- Ceiling hoist
- Common space - step-free access
- Common space - wide doorway
- Flat, smooth pathway to front door
- Grab rails in shower
- Grab rails in toilet
- Home - wide doorway
- Path to entrance lit at night
- Roll-in shower
- Shower chair

2 - Photo tags now sync to Booking.com

Photos you tag in RentalReady (bedroom, bathroom, kitchen, etc.) now carry that tag through to Booking.com:

- Each photo's tag is mapped to the matching Booking.com tag and sent on upload.
- Changing a photo's tag later (adding or removing it) re-pushes the update to Booking.com automatically.
- Tags with no Booking.com equivalent are simply skipped - the photo still uploads, just without a photo tag.

Rollout: Backfilling every existing photo tag at once isn't feasible because of [Booking.com](https://booking.com) API limits. Instead, tags are pushed gradually over time - whenever a photo is added, updated, or its tags change, and during routine property syncs. Existing photos will pick up their tags progressively, so you don't need to do anything manually if you don't mind waiting.

Tag mapping (RentalReady → Booking.com):

- Balcony / Terrace → Balcony/Terrace
- Bathroom → Bathroom
- Beach → Beach
- Bedroom → Bedroom
- Building → Property building
- Dining area → Dining area
- Facade / Entrance → Facade/entrance
- Floor plan → Floor plan
- Garden → Garden
- Kitchen → Kitchen or kitchenette
- Living room → Living room

- Neighbourhood → Neighbourhood
- Parking → Parking
- Patio → Patio
- Surroundings → Area and facilities
- Swimming pool → Swimming pool
- View → View

Not sent: Inside, Outside and Safety have no matching Booking.com photo tag.

3 - Amenities — "Wifi Speed" improvements

We've simplified how Wifi amenities work in RentalReady:

- The standalone "Wifi Speed" amenity has been removed from RentalReady.
- Properties that previously had the "Wifi Speed" amenity were automatically updated with the standard "Wifi internet" amenity.
- Wifi speed is now managed as a metadata value within the "Wifi internet" amenity instead of as a separate amenity.

At the moment only Airbnb supports the wifi speed metadata

WiFi Internet

WiFi speed

500

✕ Details are not displayed in Guest Space

Update amenity

4 - Room type name improved on Hotel

We've made room type names clearer so you can identify the exact room you're looking for. Previously, names didn't include the room variant ('single', 'double', 'twin', etc.), which made some room types hard to tell apart — for example, two rooms could both show as "Standard Room".

Now the variant is included:

- Standard Double Room
- Standard Twin Room

Room types

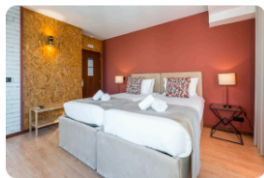


[84813](#)

Standard Double Room

 1 sleeping arrangement

 2  1  20m²



[84812](#)

Standard Twin Room

 1 sleeping arrangement

 2  1  20m²

5 - Amenities - checkmark color clarification

We've added a small info box explaining what the two checkmark colors mean when selecting amenities:

- Pre-selected (grey) — set at the office level. Can be removed later on the property page.
- Selected (blue) — chosen specifically for this property.

Select amenities

Search All categories

67 amenities selected

Suggested

☒ Broom	☒ Coffee Maker Drip coffee Espresso machine French press Keurig Nespresso Pour over coffee	☒ Cooking plate Electric Gas Induction Wood burning
☒ Cookware	☒ Cycling	☐ Dishwasher
☒ Downtown	☐ Fans	☒ Freezer
☒ Fuse board	☒ Hangers	☒ Hiking
☒ Iron board	☒ Ironing equipment	☒ Kettle
☒ Laptop Friendly Workspace	☒ Microwave	☒ Mop
☒ Museums	☒ Outlet	☒ Oven
☒ Shampoo	☒ Shopping	☐ Smoke detector
☒ Staff wear protective equipment	☒ Suitable For Children (2+ years old)	☒ Suitable For Infants (under 2 years)
☒ Toaster		

What the checkmark colors mean

- ☒ Pre-selected - set at the office level. Can be removed later on the property page.
- ☒ Selected - chosen for this property.

Discard Save

6 - Sort your Hotels and Property Groups lists

The *Hotels* and *Property Groups* list pages had no real ordering - rows just showed in the order they happened to be created. You can now sort them:

- Newest first (default)
- Oldest first
- Order alphabetically

Good to know:

- Pick an option, then click away to close the dropdown - the list re-sorts on close, so it won't jump around while you choose
- Re-sorting takes you back to page 1

Multi-units [Help](#)

[Property groups](#) [Hotels](#)

Group properties under one multi-unit [Create new](#)

At the moment, we support the logic of "Main unit / Sub unit" eg. House / Single room. You can group properties which are connected to the same address and the same owner. This way can you get a better overview of reservations and optimise occupancy by moving reservations between sub-units.

Filters [Clear all](#)

Sort by

Sorting

- ☐ Newest first
- ☒ Oldest first
- ☐ Order alphabetically

Group M1 - Ranger Road test [77523 - Test097557](#)

Group M5 - Yazdah Building [79096 - Yazdah building apartments](#) [Main unit](#)

7 - Filter the synchronisation dashboard by multi-unit

The synchronisation dashboard could only be filtered one property at a time - so to check a whole hotel or property group you had to look up each room type / inventory by name, one by one. Now you can pull up everything in a multi-unit in a single filter.

8 - Apply an office change across a whole Multi-Unit

When you change the office on a Multi-Unit, you can now apply it to every property within it in one step - no more updating each property one by one.

Guest notifications

1 - Payment request automation with smart triggers

We added a smart trigger condition "Reservation is not paid yet" that allows automating the payment request messages to guests.

For example: a smart trigger can be set up to send the payment link to the guest 2 days before check-in if "Reservation is not paid yet".

Message template*

BASETEMPLATEFORPM-PAYMENT_LINK

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 x Before Check-in

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

Apply conditions

Reservation is not paid yet (disabling) x

- Delaying conditions will temporarily delay sending the message until the condition is met.
- Disabling conditions will permanently disable the message if the condition is not met at the scheduled sending time.

Expires after

2 Days x

Choose when to stop retrying outstanding messages after their scheduled time. This is a safety to avoid sending unexpected messages when triggers are delayed by conditions for too long or when importing past reservations.

Suggested triggers

Pre-fill the form with a recommended configuration, depending on the purpose of your automated message

- Reservation confirmed +
- Deposit request +
- Down payment reminder +
- Payment request +
- Self check-in instructions +
- In-person check-in instructions +
- Arrival message +
- Single-night stay instructions +
- Check-out instructions +
- Review request +

2 - Reservation cancelled smart trigger event

Users can now set up an automated message that is sent when a reservation is cancelled:

- Added a new "Reservation cancelled" event in the smart trigger form
- Automated messages set up with this event are sent immediately when a reservation is cancelled
- This trigger also appears on the reservation detail page under the "Communication" tab
- Added a new "Reservation was cancelled by the guest" condition, so users can choose to only send the message when the guest is the one who cancelled

The screenshot shows the 'Add a smart trigger' form. At the top, there's a 'Back' button and a 'BETA' label. Below that, a section titled 'Apply to reservations from reservation platforms' has a dropdown set to 'All platforms'. A blue box提示 says: 'You can pre-fill the values below by selecting a suggested trigger'. The 'Length of stay*' dropdown is set to 'Any length of stay'. The 'When should this be sent to the guest?' section has 'Upon event' selected, and the dropdown menu is open, showing 'Reservation cancelled' selected. A red arrow points to this option. Below this, a note says 'Messages are sent in the next few minutes following the selected time'. The 'Apply conditions' section shows a list of conditions, with 'Reservation was cancelled by the guest (disabling)' selected. A red arrow points to this condition. Below the conditions, there's a checkbox for 'Mark as a check-in notification' and a 'Save and apply now' button. On the right side, there's a sidebar with a search bar and a list of message types: 'In-person check-in instructions', 'Arrival message', 'Single-night stay instructions', 'Check-out instructions', and 'Review request', each with a '+' button.

3 - Mid-term contract is signed smart trigger condition

We added a new smart trigger condition: "Mid-term contract is signed". This can be used to delay automated messages, such as check-in instructions, until the mid-term contract has been signed for reservations that require one.

The screenshot shows the 'Add a smart trigger' form. At the top, there's a 'Back' button and a 'BETA' label. Below that, a section titled 'Apply to reservations from reservation platforms' has a dropdown set to 'All platforms'. A blue box提示 says: 'You can pre-fill the values below by selecting a suggested trigger'. The 'Length of stay*' dropdown is set to 'Any length of stay'. The 'When should this be sent to the guest?' section has 'Upon event' selected, and the dropdown menu is open, showing 'Check-in' selected. A red arrow points to this option. Below this, a note says 'Messages are sent in the next few minutes following the selected time'. The 'Apply conditions' section shows a list of conditions, with 'Mid-term contract is signed (delaying)' selected. A red arrow points to this condition. Below the conditions, there's a checkbox for 'Mark as a check-in notification' and a 'Save and apply now' button. On the right side, there's a sidebar with a search bar and a list of message types: 'Arrival message', 'Single-night stay instructions', 'Check-out instructions', and 'Review request', each with a '+' button.

4 - Guest ID rejected smart trigger event

Following the release of Reject guest ID photos, users can now set up an automated message that is sent to guests when their ID is rejected:

- Added a new "Guest ID rejected" unscheduled smart trigger event
- Automated messages set up with this event are sent immediately when staff reject a guest's ID
- This trigger appears on the reservation detail page under the "Communication" tab
- Added a `{{ guest_id_rejection_reason }}` variable so the rejection reason can be included in the automated guest message

The screenshot shows the 'Edit smart trigger' interface. At the top, there's a navigation bar with 'Back', 'Edit smart trigger', and a 'BETA' tag. On the right, there's a 'Help' icon and a search bar. The main content area is divided into several sections:

- Offices:** A dropdown menu set to 'All offices'.
- Properties:** A dropdown menu set to 'Include' and a text input field set to 'All properties'.
- Apply to reservations from reservation platforms:** A dropdown menu set to 'Include' and a text input field set to 'All platforms'.
- Suggested trigger:** A blue box with a lightbulb icon and the text 'You can replace the values below by selecting a suggested trigger'.
- Length of stay*:** A dropdown menu set to 'Any length of stay'.
- When should this be sent to the guest?:** Two dropdown menus. The first is set to 'Upon event', and the second is set to 'Guest ID rejected'. A red arrow points to the 'Guest ID rejected' option.
- Messages are sent in the next few minutes following the selected time:** A checkbox labeled 'Mark as a check-in notification' with a description: 'Allows automations to understand that this is the notification that sends the check-in instructions to the guests'.
- Save and apply now:** A blue button.
- Warning box:** An orange box with a warning icon and text: 'Changes will apply to all reservations, including the ones already in progress. However, the new configuration will only apply if the scheduled time is not already past the selected expiration for the reservation, at the time of the form submission.'
- Message types:** A list of message types on the right side, each with a plus icon: 'Deposit request', 'Down payment reminder', 'Payment request', 'Self check-in instructions', 'In-person check-in instructions', 'Arrival message', 'Single-night stay instructions', 'Check-out instructions', and 'Review request'.

5 - Support for check-in at reception in the smart triggers

We have added 2 new conditions for the smart triggers:

- Reservation has reception check-in (i.e. self check-in mission + property set up for reception self check-ins)
- Reservation has a check-in reception selected (i.e. a specific reception is assigned to the reservation)

These conditions can be used to handle sending check-in instructions for reservations with reception check-ins.

We also added a "suggested trigger" in the side bar, so users can start with a base recommended setup to send check-in instructions for check-ins at a reception.

Message template*

RENTALREADY_SELF-CHECKIN_OTHER

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 x Before Check-in

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

Apply conditions

- ✕ Reservation has reception check-in (delaying) ✕
- ✕ Reservation has a check-in reception selected (delaying)
- ✕ Security deposit is paid (delaying) ✕ Reservation is paid (delaying)

• Delaying conditions will temporarily delay sending the message until the condition is met.
• Disabling conditions will permanently disable the message if the condition is not met at the scheduled sending time.

Expires after

63 Hours x

Suggested triggers

Pre-fill the form with a recommended configuration, depending on the purpose of your automated message

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

6 - Updates in the automated message sending methods

- The sending method **Native API of selected platform** was renamed to **Platform API with fallback on email**. To better reflect its fallback behaviour
- The sending method **Default (OTA or email)** has been deleted. It was an exact duplicate of **Native API of selected platform**

7 - New variables for rental agreements and automated messages

We've added two new variables to the context of rental agreements and automated guest messages:

- {{ owner_full_name }}** the owner's full name
- {{ owner_vat_number }}** the owner's VAT number (company ID)

<code>{{ property_trash_can_area_location_english }}</code> Trash can area location in English On the ground floor, yellow door the with Trash/ Recycling sign	<code>{{ property_has_a_parking_badge }}</code> Is there a parking badge for this property? False	<code>{{ property_position }}</code> GPS coordinates of the property 48.85341, 2.3488
<code>{{ property_id }}</code> Internal ID of the property 73293	<code>{{ cleaning_fees_charged_to_guests }}</code> Cleaning fees charged to guests 350.00 €	<code>{{ building_construction_period }}</code> Building construction period from 1975 to 1989
<code>{{ building_construction_year }}</code> Building construction year 1985	<code>{{ today_date }}</code> Today's date in the property timezone 2023-03-25	<code>{{ owner_first_name }}</code> Owner first name John
<code>{{ owner_phone_number }}</code> Owner phone number +61327053031	<code>{{ owner_gender }}</code> Gender of the owner: M, F M	<code>{{ owner_full_name }}</code> Owner full name John Doe
<code>{{ owner_vat_number }}</code> Owner VAT number (company ID) ESB12345675		
Office variables		
<code>{{ office_name }}</code> Internal name of the office associated to the reservation GR-AU-MELBOURNE	<code>{{ office_phone_number }}</code> Contact phone number of the office (if empty, falls back on property manager phone number) +61327053031	<code>{{ luggage_partner_url }}</code> Luggage storage partner URL https://luggage-locks.com/partner/guestready-australia/
<code>{{ concierge_website_local }}</code> Link to the office concierge website in the local office language	<code>{{ concierge_website_english }}</code> Link to the office concierge website in English	<code>{{ guest_registration_explanation_url }}</code> Link to webpage explaining local guest registration process to guests

Artificial Intelligence

1 - Maia - Improve with AI Now Improves Your Draft and Preserves the Facts and Meaning

Clicking "Improve with AI" on a staff draft now reliably refines what you wrote — keeping your additions, prices, dates, and partner names — instead of sometimes throwing your draft away and writing a fresh reply to the guest.

Before: When staff clicked Improve with AI on their drafted reply, the result was sometimes a completely fresh reply to the guest instead of an edited version of the draft.

Now: Clicking Improve with AI on a draft now consistently edits the draft, keeping every fact the staff added (URLs, prices, dates, named partners, commitments).

2 - MAIA - Now Tells Guests the Price and Rules of Early Check-In / Late Check-Out

When a guest asks about Early Check-In or Late Check-Out, MAIA now quotes the price, the approval flow, and when the request can be made — using the PM's actual configuration — instead of just confirming the option exists.

Guests now get usable answers about ECI / LCO offers — price, approval, timing — instead of just "yes this exists". Property managers no longer have to repeat their managed-upselling rules inside MAIA's general instructions.

Early check-in

Early check-in ID 90

Specific price £15.00 if 1 hour before min. arrival time
£29.00 if 2 hours before min. arrival time
£39.00 if 3 hours before min. arrival time

Manual approval

Guest can submit request
from 30 days before arrival • no later than 1 hour before arrival

3 - MAIA - Now Falls Back to Staff Action When Specific Flags Are Missing

When MAIA wants to flag a conversation for urgent action, finance, or maintenance and the property hasn't configured that specific flag colour, MAIA now falls back to the staff action flag (when that's configured) instead of dropping the escalation entirely.

Before:

- When MAIA decided to flag a conversation for urgent action, finance, or maintenance and the PM had not configured a flag colour for that specific category, flagging failed entirely — no flag was applied.
- MAIA could not tell the guest she escalated (because nothing was actually flagged).
- This penalized PMs who configured only the staff action flag as their catch-all — conversations that needed escalation got no flag and no escalation wording.
- The PM saw nothing in the inbox; the guest got a generic answer with no mention of escalation.

Now:

- When a specific category (urgent action / finance / maintenance) isn't configured for the property, MAIA falls back to the staff action flag — when that one is configured.

4 - MAIA - Conversations Now Stay Open When Flagging Fails

When MAIA tried to flag a conversation on a property without that flag colour configured, the conversation was silently closing. Those conversations now stay open so staff can pick them up from the inbox.

Before: When MAIA decided a conversation needed to be flagged (e.g. maintenance issue) but the property had no matching flag colour configured, MAIA was silently closing the conversation.

Now: When MAIA tries to flag a conversation and can't (no matching flag colour configured), the conversation stays open so staff can pick it up from the inbox.

5 - Mobile push notifications for new mailbox messages

The following changes have been made to the mobile push notifications that get sent when messages are received from guests:

- A bug has been fixed that caused Maia not to reply to guests when guests sent a message via email
- A bug has been fixed that caused mobile push notifications to not be sent when guests sent a message via email
- Mobile push notifications are now not sent for new messages that Maia replies to
- Mobile push notifications are sent if Maia attempts to reply but does not reply or if Maia is disabled for that conversation
- A mobile push notification is sent if Maia replies but leaves the conversation open

6 - Maia now understands Minimum Advance Time

You can now ask Maia Insights questions and pull reports that include Minimum Advance Time as a filter or data point. Minimum Advance Time defines how far in advance a booking must be made before check-in - a key setting that affects last-minute availability and booking flexibility across your portfolio.

With this small improvement, you can ask things like:

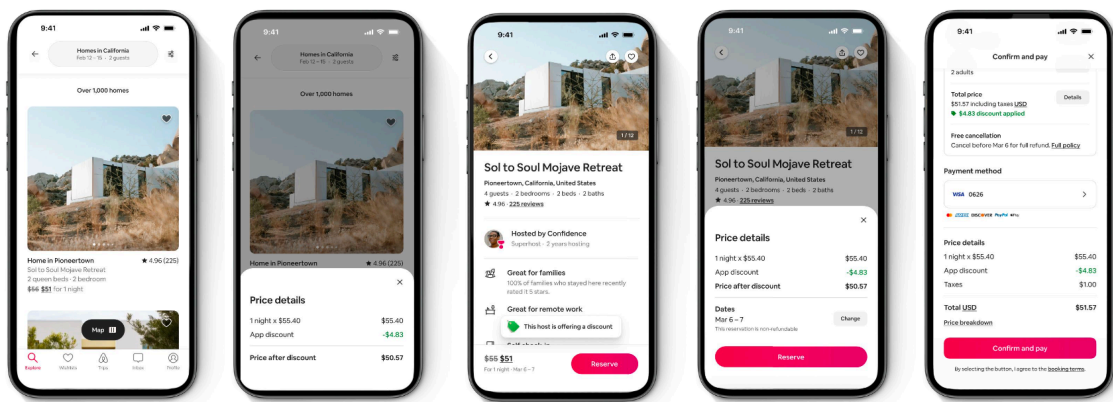
- "List the top 10 highest-priced properties with minimum advance time = 0"
- "Which properties allow same-day bookings?"
- "Show me all units where minimum advance time is greater than 3 days"

Maia will return results, to make it easier to audit your availability settings.

Pricing

1 - Airbnb Mobile-only Rate

The new mobile-only discount is a fixed 10% discount that applies only to guests booking via the Airbnb mobile app. App users see a special discount called "app discount", and the listing will appear with Strikethrough price. This stacks with other discounts/promotions, such as Early Bird, Last minute, New Listing Promotion, etc. Guests booking on desktop or mobile web don't see this discount.



2 - Getaway promotions now validate stay dates upfront

Booking.com only accepts Getaway campaigns with stay dates inside its seasonal window (2026: 26 Mar to 30 Sep). Previously, RentalReady let you save any dates and you'd only discover the rejection later via the error dashboard.

Now the form blocks invalid dates on save, with a clear error on the offending field. Valid dates, other campaign types, and the normal save flow are unaffected.

3 - VRBO member-only promotion - Set discount per member tier

VRBO member-only promotions let you offer a discount that only VRBO One Key loyalty members see, split across their three tiers: Blue, Silver and Gold:

- You can now choose the discount percentage for each tier yourself
- Until now these were locked at 10% Blue / 15% Silver / 20% Gold for everyone

Existing member-only promotions keep their 10%/15%/20% values and stay live, no action needed. However, if you wish you can update the values to new ones now.

Member tier discounts		
Blue tier discount (%)	Silver tier discount (%)	Gold tier discount (%)
e.g., 12	e.g., 16	e.g., 22
Discount percentage for Blue One Key members (more than 10%).	Discount percentage for Silver One Key members (more than 11% and higher than the Blue tier).	Discount percentage for Gold One Key members (more than 12% and higher than the Silver tier).

Reservations

1 - New filters available in rental agreement templates

We've added new template filters which are available in rental agreement templates. You can use these filters to do basic maths operations in the templates:

- Subtraction: `{{ some_value|sub:10 }}`
- Multiplication: `{{ some_value|mul:10 }}`
- Division: `{{ some_value|div:10 }}`

- Addition of non-integer values: `{{ some_value|addition:2.5 }}` (there is an existing `add` filter but values are rounded to the nearest integer)
- The full list of filters is available at: <https://github.com/dbrgn/django-mathfilters/tree/v1.0.0#usage>

Please note that these filters don't work with formatted financial variables, e.g.

`security_deposit_amount`, because we don't treat these as numbers. They were added primarily for clients who want to use them with values from `reservation_custom_fields` and `property_custom_fields`.

2 - Reject guest ID photos

We have added a way for staff to reject an invalid guest ID directly from the reservation detail page, which reopens the pre-check-in form so the guest can re-upload.

Guest ID card (reservation detail page, and weekly view side panel):

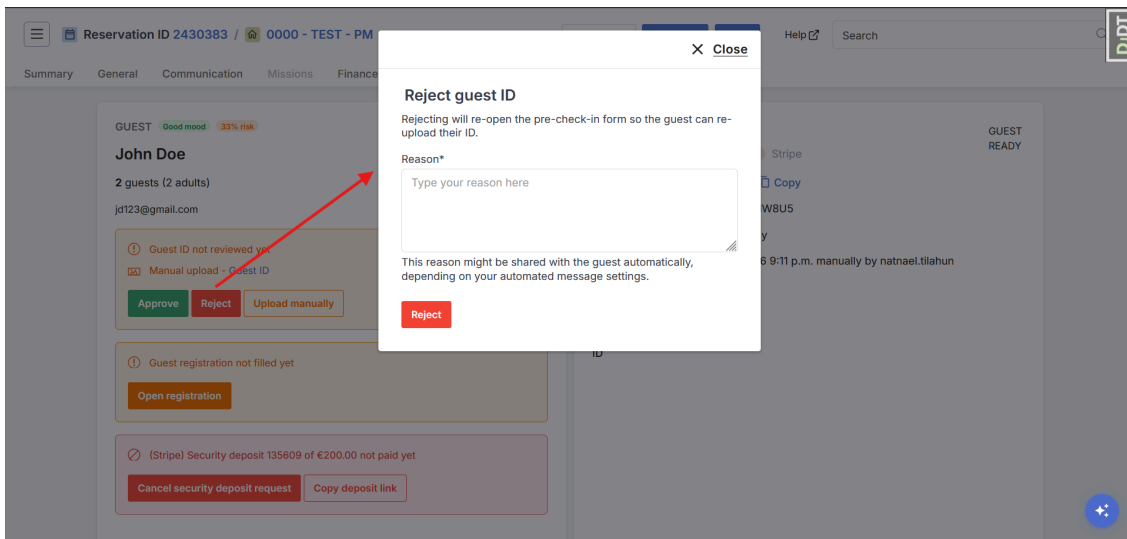
- Renamed the "Upload Guest ID" button to "Upload manually"
- When an ID has been uploaded but not yet reviewed, the "Mark as reviewed" button is now "Approve", with a new "Reject" button next to it
- Clicking "Reject" opens a modal that asks for a reason, which can be shared with the guest through an automated message (coming in a separate release)
- After rejecting, the card shows a "Guest ID rejected" warning with the reason and the uploaded photos
- Rejecting reopens the pre-check-in form so the guest can re-submit a new ID, with an "Open form" shortcut on the card
- Once the guest re-uploads, the ID returns to "not reviewed" so staff can review it again

Agent app:

- A rejected guest ID is now flagged in the agent's mission and check-in warnings, prompting the agent to verify the ID in person

Reservation risk criteria:

- Added a new "Guest ID rejected" risk criteria that offices can tune, raising the reservation's risk score when its guest ID has been rejected



3 - Room type updates/upgrades now reflect correctly

When a guest changed their room type on a reservation, the change wasn't reflected in RentalReady - the reservation stayed on the original room type.

Now, room-type updates on Booking.com and Expedia reservations (eg: A guest upgrading from a Standard Room to a Superior Room) now flow through to RentalReady automatically. No need to manually re-assign the reservation.

4 - Changes to available platforms when creating a quote

In the past when creating a quote, users could only select from reservation platforms on which all the selected properties were listed.

Now users can select any reservation platform from their property manager's available platforms as long as:

- A RentalReady direct booking website or guest space exists for the platform
- The property manager's Stripe platform is set up

This means that quotes can be created for unlisted properties, and for property managers who only have a guest space.

5 - Multiple reservations from one quote

We've added the possibility for guests to confirm multiple reservations from one quote. The confirmation flow will remain the same for guests, but after confirming a reservation they will still be able to access the quote page on the direct booking website and confirm any other reservations. The quote will expire only when there are no more reservations to confirm, the expiration date is reached, or a staff user invalidates the quote manually.

6 - "Booked at" field added to reservations

We've added a "Booked at" field to the reservation page. Whenever the booking time is available, it's now displayed directly on the reservation, so you can see the difference between "Created on" and "Booked on" when one exists. This information already existed in the reservation history under the name "Created on origin" — it's now surfaced on the reservation itself. We also added a "Confirmed on" date — shows when the reservation was confirmed

Created on	28/02/2026 3:49 a.m.
Booked on	28/02/2026 3:49 a.m.
Confirmed on	28/02/2026 3:49 a.m.

7 - Extra fees on manual reservations - pick from the property's own list

When you add an extra fee while manually creating a reservation, it now comes from the fees actually configured for that property and platform.

Platform fee*		
Payment fees*		
Extra fees		
Extra fee name	Amount*	Paid to
PRODUCT_TEST	0,00	Proper x
test	30,00	Owner x
Product Test	20,00	Proper x
Management fee Test 1	20,00	Proper x
Total amount charged to the guest		
70,00		

8 - Disable quote confirmation from direct booking website

We have added a new confirmation method when creating a quote: Only staff can confirm reservation.

This means that guests can still see the quote details on the direct booking website as before, but they can no longer see a "Book now" button on the quote details page - instead they will communicate directly with staff to confirm the reservation.

Staff can confirm reservations from the quotes table, by clicking on the row menu and then "Confirm reservations". They will be able to confirm one or multiple reservations from the quote, depending on the quote's setup

[← Back](#)
[Create quote](#)
Discard
Create quote
[Help ?](#)

Reservation platform* Type and select	Language* English
Currency EUR	Will be reflected in automated guest communication.
Expiry date* 01/07/2026	Expiry time* 12:20
Calendar will become unblocked once quote expires. Timezone is Europe/Lisbon	
How can the reservation be confirmed? ☒ Guest needs to pay to confirm reservation ☐ Guest can confirm reservation without paying ☐ Only staff can confirm reservation	
This quote allows ☒ Only one reservation ☐ Multiple reservations	
Only one property can be booked from the offer. Dates will be unblocked once the quote expires, or one reservation is made.	

Guest registration form

1 - SIBA Guest Registration Submission Schedule

We've updated the timing of automatic guest registration submissions to SIBA. Previously, guest data was automatically submitted to SIBA on the check-in date (in the morning before the guest had necessarily arrived). To better align with actual guest stays, we now submit guest registration data on: Check-in date + 1 day

Why? Submitting guest information before a guest has actually arrived may result in registrations being sent for reservations that are later cancelled or become no-shows. By moving the submission to the day after check-in, we can be more confident that the guest is actually staying at the property before their information is submitted to SIBA.

Finance

1 - More control over how city tax shows in the owner report

In some markets, city tax on a prepaid OTA reservation (e.g. Booking.com) is still routed to the owner, not collected by the platform. Until now the owner report showed 0.00 city tax on those reservations, so the owner had no amount to declare to the local authorities.

A new office setting, Always show city tax in owner report, makes the calculated city tax appear in the owner report and on the reservation detail page in the owner space for every reservation with automatic city tax, regardless of how it was paid, including prepaid bookings.

With setting on: City tax is always displayed in the owner report and on the reservation detail page in the owner space. Regardless of payment gateway, including prepaid reservations.

With setting off (default): City tax shows only where it is not collected by the platform. Prepaid reservations show 0.00, on the assumption the platform remits the tax.

2 - Security deposit pre-auths no longer expire silently

Security deposit pre-authorizations on Payment Links are auto-renewed before Stripe's hold expires. Until now, that renewal silently skipped ~85% of manual-capture pre-auths because the Stripe expiry date we relied on was missing - Stripe canceled the hold at the 7-day mark and capture became impossible mid-stay. The expiry date is now read from the underlying Stripe Charge, where it is always populated, so every pre-auth is picked up by the renewal job.

While we were in there, the Payment Links listing got two cleanups so the warnings actually mean something:

- Expiration warnings stopped lying. The "expiring soon" tag used to fire off a fake date we computed ourselves; it now fires off the real Stripe deadline, so a warning means action is genuinely needed.
- New "renewal failed" warning. When the automatic renewal actually fails (card declined, etc.), the row now shows a distinct warning with the Stripe failure reason in the tooltip, so Support sees it before the hold runs out instead of after.

PAYMENT DATE	EXPIRATION DATE	STATUS
25 May 2026	4 June 2026	Authorized
3 June 2026	❗ 10 June 2026	Authorized
17 May 2026	❗ 11 June 2026	Authorized
4 June 2026	❗ 11 June 2026	Authorized

Pre-authorization renewal failed (card_declined): Your card does not support this type of purchase. The security deposit may expire before the office release date — please investigate the saved payment method.

3 - Payment links on the reservation page got a cleaner look

The Payment links section on the reservation page (Finance tab) lists every payment link for a booking — its category, amount and status. It just got a visual refresh to make each link easier to scan and act on:

- Each payment link now sits in its own clean card: category, amount and a soft status pill on the top row; the link itself on the row below.
- The payment link is an underlined link that opens in a new tab, with a one-click copy button (a "Link copied" toast confirms it).
- Void and Edit are now clear text buttons.
- Status badges are restyled as soft colour pills — red for not paid, green for authorized / paid, grey for voided. The new pills show up everywhere these badges appear: the payment links list, upselling requests and the stay-extension section too.

PAYMENT LINKS		+ Create payment link		PAY
Other	€15.00	Not paid	Payment link	Void Edit
Damages	€80.00	Voided	Payment link	
Security deposit	€300.00	Processed	Payment link	
Pre-authorization was paid and then released				
Extra services	€45.50	Failed	Payment link	Edit
Security deposit	€500.00	Authorized	Payment link	
City tax	€10.00	Paid	Payment link	
Reservation payment	€100.00	Not paid	Payment link	Void Edit

4 - Invoice card: one clean set of actions on every row

The Invoice card on a reservation's Finance tab now shows one consistent set of icons on every row — Preview, Copy link and Download — and downloads now save the file directly instead of opening a preview tab first.

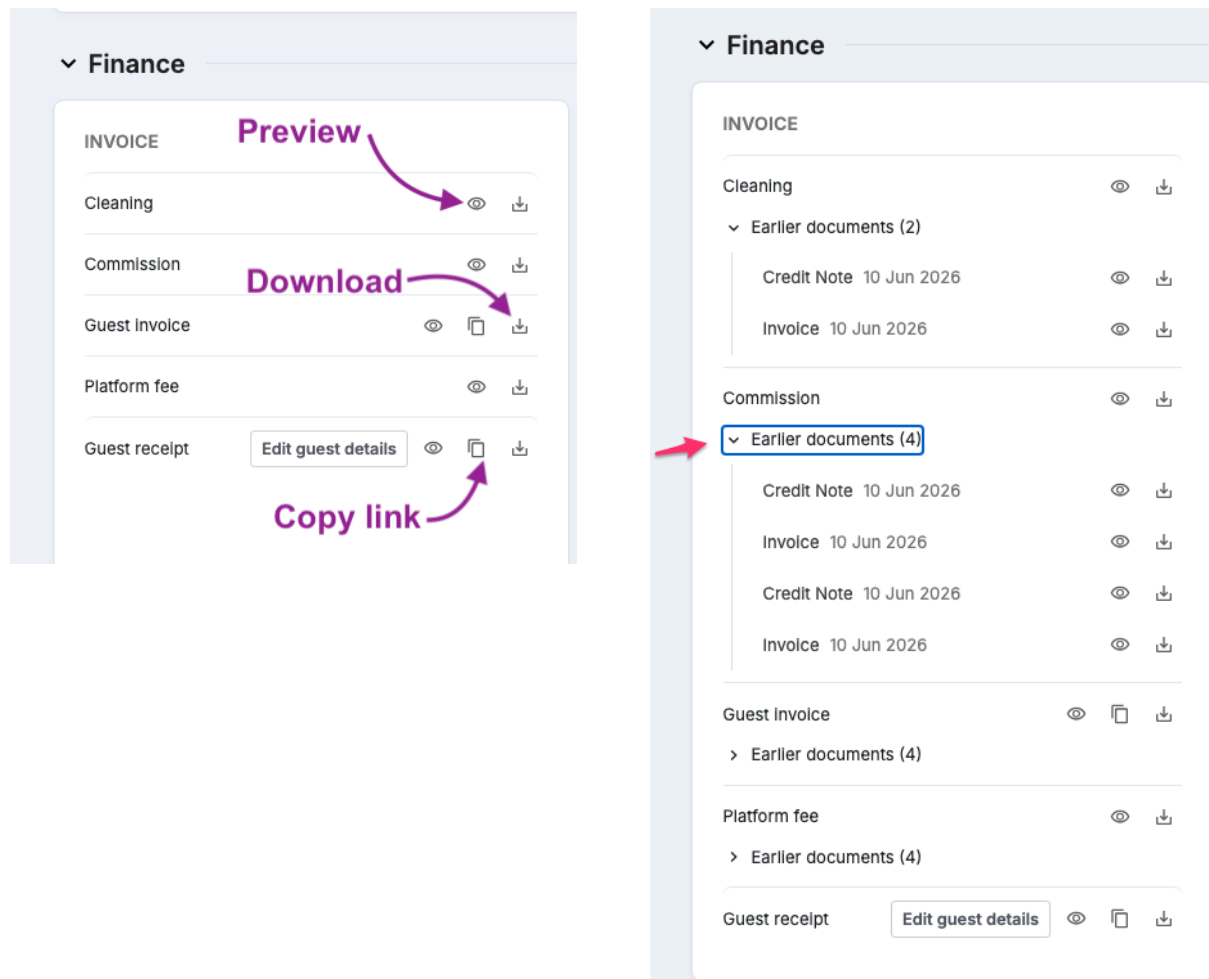
3 actions:

- Preview — opens the PDF inline in a new tab (the quick look you had before)
- Copy link — copies the document's public link to the clipboard with a "Link copied" toast. Shown only on rows that have a public link: Guest invoice and Guest receipt
- Download — saves the file straight to your device, in one click

Rows without a public link (Commission, Cleaning, Platform fee, PMS) show Preview + Download only.

Download now downloads: Before, the download action opened the PDF in a preview tab and you had to trigger the download again from inside the viewer. Now Download saves the file directly — no extra tab, no second click. Preview is still there when you just want a quick look.

Earlier documents, nestled in: Previous invoices and credit notes are now grouped under a collapsible "Earlier documents (n)" per category, each with its document type and date. The card shows only the current document by default — expand to see the history. History rows have Preview + Download.



5 - Guest invoices can now be issued in the property manager's name

The guest (accommodation) invoice settings let each office control how the guest invoice is produced. Until now RentalReady always issued that invoice in the owner's name. That fits property managers acting as agents on the owner's behalf, but not those who are legally the seller of the accommodation themselves - they could not produce a compliant guest invoice in RentalReady and had to invoice outside the platform.

An office can now choose who the guest invoice is issued in the name of, and the VAT treatment follows the chosen seller:

- Property manager: The invoice is issued in the property manager's name, address and VAT number - the same identity already used on commission invoices. VAT on the accommodation

line follows the office rental-income VAT rate, and the owner's VAT status no longer applies (an owner marked VAT-free, or with an owner-specific rate, is ignored).

- Owner - by default: The invoice is issued in the owner's name with the owner's VAT treatment, exactly as before.

NB: every office defaults to Owner, so nothing changes unless an office switches the setting to Property manager.

6 - Choose when invoices are generated: check-in or check-out date

Invoice settings let each office control how owner and guest invoices are generated. Until now, every invoice was generated on the reservation's check-out date - so a stay arriving 28 November and leaving 3 December always landed in December accounting, never November. Offices that run owner accounting by arrival month could not attribute revenue to the right period.

A new Generate invoices at option, in the **Invoice generation** panel, lets an office generate invoices on the check-in date instead of check-out:

- With **Check-in date** : Invoices are generated when the guest checks in - the 28 Nov / 3 Dec stay is now invoiced in November.
- With **Check-out date** - by default: Invoices are generated at check-out, exactly as today.

NB: **Check-out date** stays the default, so nothing changes for offices that do not switch.

Direct Booking Website

1 - Hide prices on direct booking websites

We've added an option to hide prices on direct booking websites, which can be set from the direct booking website configuration. If this option is ticked, prices will not be shown in the search or on property details pages on the direct booking website.

To note:

- If instant booking is enabled, the guest will still be able to access the payment page, where they will see the price and be able to pay for the reservation. If guests should never be able to see the price or make a reservation, make sure the "Booking setting" of the direct booking platform is set to "Booking request" at the property manager or property level (see screenshot 4).
- If stay extension via the guest space is allowed, guests will be able to see the price of dates from their guest space. To avoid this, "Manage stay extension in guest space" should be unticked at the office level (see screenshot 5).

Upselling

1 - Custom Upselling Options are now available!

We've introduced Custom Upselling Options. Until now, the Upselling module supported only Early Check-in (ECI) and Late Check-out (LCO). From now on, users can create their own upselling options, assign them to offices, and offer additional services to guests directly through Guest Space.

2 - Upselling requests can now be approved automatically

You can now set an upselling to approve guest requests automatically, with no staff intervention. The guest gets an instant answer and their payment link right away.

Every upselling rule now has the automatic approval type. It works for all option types: early check-in, late check-out and custom upsellings. Also, the upsellings can have a daily approval limit.

Daily approval limit: On automatic options you can set an optional daily limit - the maximum number of requests approved automatically per day. Once the limit is reached, any further request that day is declined automatically, and approvals resume the next day. Leave it empty for no cap.

 **Early check-in**

Price setting

Select between specific price or price upon request

☐ Custom price ☒ **Pricing on request**

Early check-in means max.

6 hours

▼

before min. arrival time

 When a guest requests an early check-in through the guest space, they are informed that it comes with an additional fee. Upon receiving the request, you can generate a payment link with a custom price of your choice.

Cleaning buffer time (minutes)

Additional time added to the property's cleaning duration between check-out and the next check-in.

60

Approval type

☐ Manual approval ☒ **Automatic approval**

☒ **Enable daily limit for approved requests**

If enabled, you can set max. volume to be sold per day within this setting

10

per day

 Request will be automatically approved or declined by the system

3 - Automatic Cancellation of Unpaid Upselling Requests

A new option is now available on the Upselling Create/Edit pages: Automatically cancel unpaid requests. Users can configure automatic cancellation from 1 to 7 days after:

- Check-in for Early Check-in (ECI) requests
- Check-out for Late Check-out (LCO) and Custom Upselling requests

Approval type

☒ Manual approval ☐ Automatic approval

☒ Automatically cancel unpaid requests

If enabled, an approved request that has not been paid is automatically cancelled the selected number of days after the check-in time.

2 days after check-in

1 Request will need to be approved manually in RentalReady

2

3 request

4 days before min. arrival time

5 hours before min. arrival time

6

7

RentalReady Apps

1 - RentalReady PMS - Landscape Mode Update

The top navigation bar is now automatically hidden when you rotate your device to landscape mode, giving you more screen space — especially useful for views like the Calendar.

- To open the side menu in landscape, simply swipe from the left edge of the screen.
- Rotate back to portrait at any time to bring the navigation bar back.

Inline calendar

Double click on reservation to see details.

To move a reservation within multi-unit, use drag and drop.

Double click on available dates to create a reservation, update the price, or update the booking rules.

Rotate your phone to landscape mode.

Customise view May 2026 Today

ID - Ascending

Ne 27 Th 28 Fr 29 Sa 30 Su 31 Mo 01

76153 - 5 Mascoinat - Nice - S L

76155 - 53 Bonaparte - Nice - J

DJDT

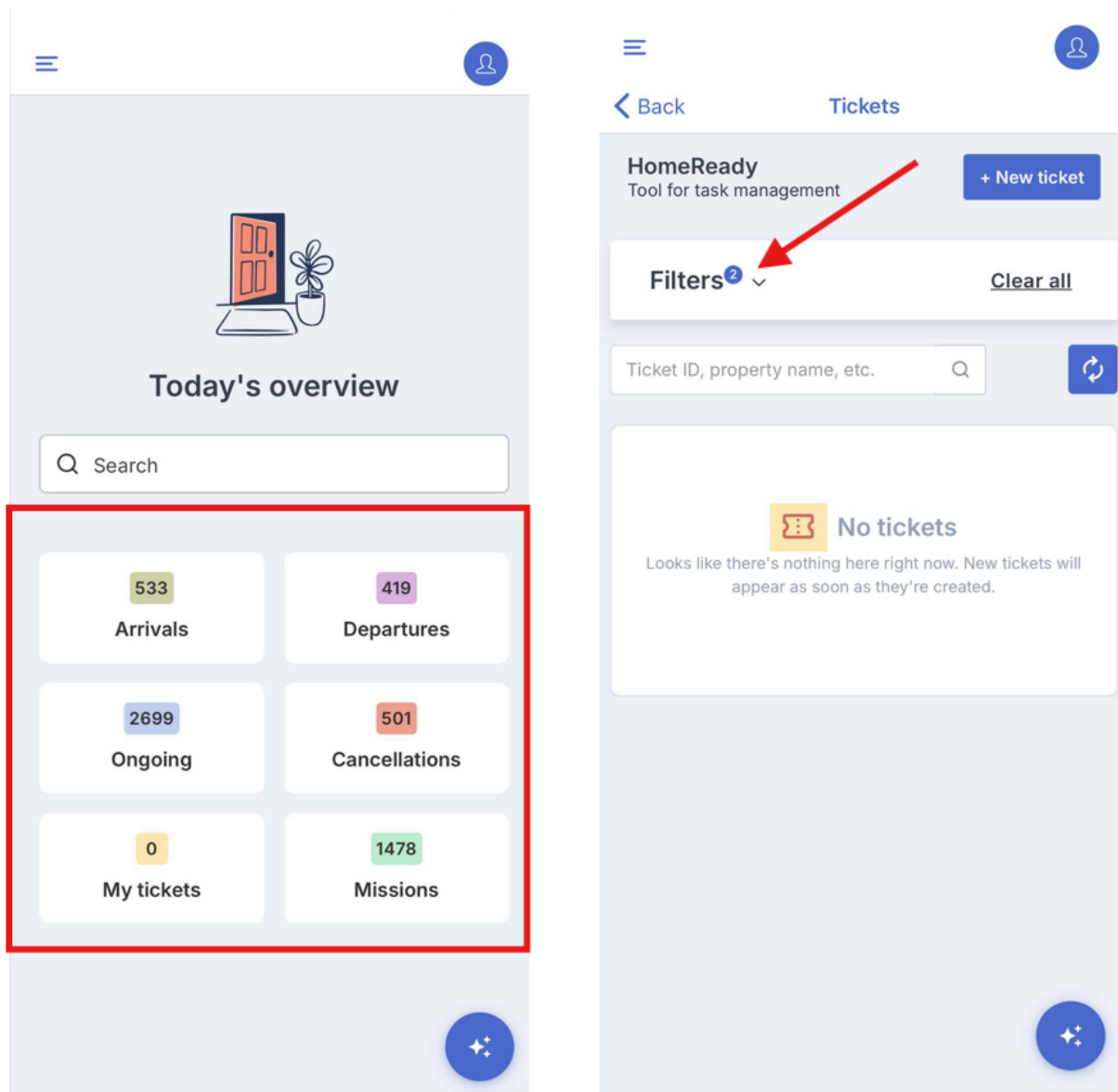
2 - Agent App Improvement - Checklist form

When you submit a checklist, you'll now be automatically taken back to where you came from — whether that's "My Todo", "Upcoming Missions", "Past Missions", or any other section.

3 - Release - Staff mobile app homepage improvements

We have redesigned the homepage screen of the RR staff mobile app and made the search bar quicker to use:

- The overview shortcuts are now shown as a two-column grid of cards
- The "Ongoing Reservation" shortcut is now labeled "Ongoing"
- Added a "My tickets" card showing the number of unresolved tickets assigned to the user. Tapping it opens the Tickets page filtered to those assigned to the user
- The filter card on the Tickets page is now collapsed by default to reduce clutter
- Tapping the search bar now focuses it and opens the keyboard immediately (previously took two taps)



4 - Inline calendar links now stay inside the staff mobile app

Previously on Android, tapping any link in the inline calendar's booking modal opened it in an external browser. If the user wasn't already signed in the external browser, they were forced to log

in again (including 2FA). This is now fixed:

- All links in the inline calendar booking modal — booking number, edit booking, property, mailbox, missions, tickets, owner, mission detail, agent, and checklist results — now open in the same in-app webview on the staff mobile app, instead of launching an external browser
- Users stay signed in and no longer get prompted to log in again when opening any of these links from the calendar

RentalReady API

1 - API release roundup ~ April-May 2026

Two months of API work, in one place. Most of it is new capabilities our partners and integrators can use today: a self-serve partner portal, server-to-server auth, sending on OTA channels, mid-term financials per period, and a long list of new fields, filters and endpoints. Full developer-facing version is going out as an external release note.

Connecting to the API - two big unlocks

1. API Partner Portal. Partners can now create and manage their own API applications themselves at pms.rentalready.io - partner space - applications. Generate a client ID/secret, set redirect URIs, regenerate a lost secret, and reach the webhook portal. No more asking us to set the app up by hand.

2. Machine-to-machine OAuth. The API now supports the `client_credentials` grant at POST `/o/token/` - server-to-server access with no user login/redirect step. NB: the portal still only self-serves authorization-code apps, so a client-credentials app currently needs us to set the grant type. Worth flagging when we pitch m2m.

Messages API - send on OTA channels

POST `/api/v3/messages/` scope `messages:write`

The `channel` field now accepts OTA and email channels, not just internal notes:

- `internal` (default), `guestspace`, `airbnb`, `booking-com`, `homeaway`, `vrbo`, `email`
- OTA channels require an active channel-manager link on the conversation, else 400. `email` requires the guest to have an email.
- Platform rules still apply (Airbnb ~24h/72h reply windows, [Booking.com](https://www.booking.com) format limits).

Reservations - mid-term financial breakdown per period

GET `/api/v3/reservations/{id}/` scope `reservations:read`

Mid-term reservations now return a `mid_term_period_breakdown` array - one object per payment period, each with period dates, payment due date, guest payment, rental income, platform fees, city tax, cleaning fee share, PM commission and owner net payout. Classic reservations return `null`.

Everything else, by area

Reservations

- Rate plan exposed: `rate_plan_name` + `rate_plan_display_name` (read).
- Infants & pets exposed: `number_of_infants`, `number_of_pets` (read).

- Behaviour change: `payment_fee` is now computed server-side on create/update from the configured rates - any value sent by the client is ignored.
- Reservation dates are now validated - check-out must be after check-in.

Properties

- Creation timestamp `created_at` (read).
- `custom_fields` exposed on the property detail (read).
- Multi-unit link exposed: `multi_unit_id` + `multi_unit_role` (read).
- Linked smart locks exposed: `smart_locks` (read).
- Minimum check-out time `min_check_out_time` (read/write).
- Amenity metadata exposed on `/api/v3/amenities/`; metadata values writable on rental amenities.
- New calendar endpoint POST `/api/v3/calendar/block/` and `/unblock/` scope `rentals:write`.
- New rental filters: `?host_id=` and `?owner_user_name=`.
- Upselling config per property: GET/PATCH `/api/v3/rentals/{id}/upselling_configuration/`.

Listings, offices, owners, schedulers

- Listings: POST `/api/v3/listings/` - create a listing linking a property to a reservation platform scope `rentals:write`.
- New GET `/api/v3/property_managers/` endpoint scope `property_managers:read`.
- Owner delete: DELETE `/api/v3/owners/{username}/` scope `owners:write` (returns 409 if the owner still has linked records).
- New smart schedulers CRUD: `/api/v3/smart_schedulers/` scopes `smart_schedulers:read/write`.

Payments & invoicing

- Swikly payment URL exposed: `payment_link` on `/api/v3/swikly_deposits/` scope `swikly_deposits:read`.
- `rental_id` added to `/api/v3/payment_links/` scope `payment_links:read`.
- Guest invoice `company` name exposed on reservations/invoicing (read).
- `/api/v3/invoicing/` is now exempt from rate limiting.
- Bugfix: bulk daily-price update no longer returns 422 when the payload is ordered by date instead of grouped by property - POST `/api/v3/daily_prices/bulk_update/`

Deprecation - migrate off these

On `/api/v3/rentals/`, the string alias fields `min_arrival`, `max_arrival`, `max_checkout` are deprecated. Move to the integer fields `min_check_in_time`, `max_check_in_time`, `max_check_out_time`. They still return for now but will be removed - no fixed date yet.

Full reference

All endpoints, fields and scopes are documented in the live API explorer:

pms.rentalready.io/api/v3/schema/swagger-ui/

2 - RR API: inquiries are now readable - see pre-booking guest activity on conversations

Our public API can now read inquiries - a guest's request for information before any booking exists:

- A new read-only endpoint `GET /api/v3/inquiries/` (list + retrieve), filterable by conversation, property, status and creation date. It uses the `inquiries:read` scope.
- Every conversation now returns an `inquiry_ids` list (next to the existing `reservation_ids`), so a partner can read inquiry state straight from a conversation.
- Swagger now documents the `reservation_status` values (`pending`, `accepted`, `cancelled`) and the security-deposit statuses, so the full enums are clear without guesswork.

3 - RR API - host replies now included in reviews

The partner reviews API (`GET /api/v3/reviews/` and `GET /api/v3/reviews/{id}/`) now returns the host replies for each guest review.

Each review includes a `replies` list. Each reply contains:

- `message` - the reply text
- `submitted_at` - when it was submitted
- `author` - the author's username, first name, and last name (or `null` if not recorded)

Returns an empty list when no reply exists. The endpoints remain read-only.

4 - Manage Smart Locks via the API

We've expanded the API so you can now manage your properties' smart locks programmatically - no more manual setup in the dashboard.

List your smart locks : `GET /api/v3/smart_locks/` - [documentation](#)

Retrieve all smart locks connected to your account. You can filter them by provider (Akiles, Nuki, TTLock) and by whether they're already assigned to a property.

Assign a smart lock to a property: `POST /api/v3/rentals/{property_id}/smart-locks/` - [documentation](#)

Link any of your smart locks to a property with a single request. We automatically validate that the lock and the property belong to the same account, so mismatches are caught for you.

Remove a smart lock from a property: `DELETE /api/v3/rentals/{property_id}/smart-locks/{smart_lock_id}` - [documentation](#)

Unlink a smart lock from a property whenever you need to. This only removes the connection - the smart lock itself stays in your account and can be reassigned at any time.

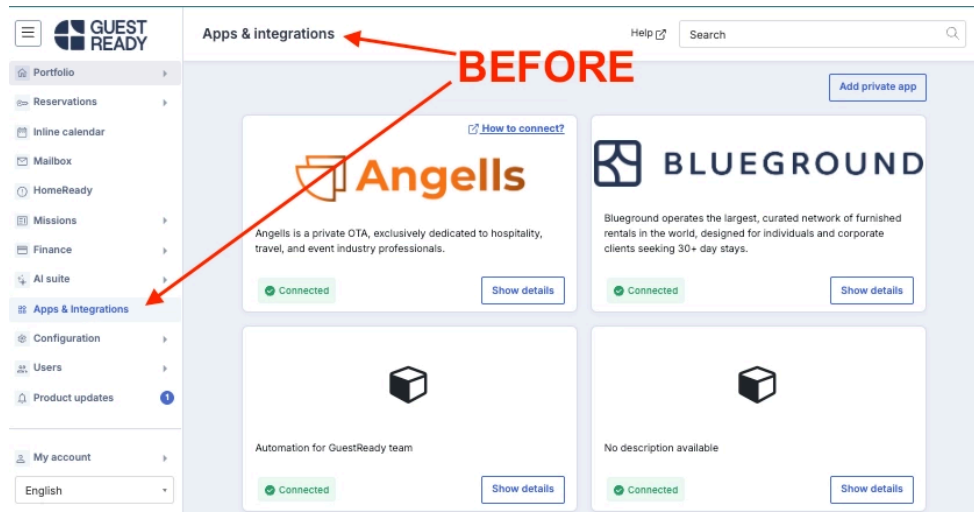
See assignments and lock details on your properties: `GET /api/v3/rentals/` - [documentation](#)

Assigned smart locks now show up directly on each property, so you can confirm exactly which lock is linked. Each one reports its correct provider type - Akiles, Nuki, or TTLock - and for Akiles locks we also expose the gadget identifier used on the Akiles platform.

Integrations

1 - "Apps & Integrations" renamed "Marketplace"

The back-office menu where you connect third-party apps and integrations is now called Marketplace.



2 - Access codes for Akiles integration

Akiles integration now supports access codes, in addition to the existing real-time remote unlock.

When an Akiles gadget is linked to a property, RentalReady will now automatically generate a 6-digit PIN code for each reservation. Guests can choose to either use the remote unlock button in the Guest Space (as before) or type the PIN code directly on the lock — both options are available in parallel.

3 - Nuki integration in RentalReady

We've added a new direct integration with a smart lock solution called Nuki.

Users must have an existing Nuki account, which will be connected to RentalReady. The integration supports both real-time remote unlock and access codes: staff users, agents and guests can press a button to unlock the device, or guests can type a PIN code directly on the lock keypad. Both options are available in parallel.

4 - New KeyNest Access Configuration

We've just updated our KeyNest office configuration to give you a bit more flexibility, bringing it closer to how our smart lock system works.

We used to have just one single field for this: *KeyNest code validity before check-in time (in min)*. We've removed that old field and replaced it with specific fields to pinpoint exactly when a pickup window can start.

- Custom start times: You can now use the existing smart lock system fields to set exactly how early agents or guests can pick up their keys: *Default start time for smart lock access validity*, *Smart lock agent access validity before mission starts (in minutes)*, *Smart lock guest access validity before reservation starts (in minutes)*

- The end times stay the same: there are no specific end-time configuration fields for KeyNest. The logic remains completely unchanged: the key pickup availability will automatically expire at midnight the day after the mission ends.

5 - Smart lock errors in RentalReady

We've added a dedicated [Smart lock notifications](#) page where we display the issues from our new smart lock integrations (Akiles, Nuki, TTLock): lists every smart lock action that failed, with the property manager's provider, the affected mission, and the reason it failed. Each entry can be marked as resolved once handled, and the tab shows a red badge with the count of open items so nothing gets lost.

The failures captured include:

- *Provisioning* - a guest PIN code could not be generated for a reservation
- *Updating* - a code's validity window could not be shifted after a stay was shortened or extended
- *Revoking* - access could not be removed after a mission was cancelled or a lock was unlinked

The page is protected by the [Manage smart lock notifications](#) permission.

The screenshot displays the 'Smart lock notifications' page. At the top, there's a 'Key management' header with a search bar and a 'Help' link. Below the header, a navigation bar shows various tabs: 'Akiles accounts', 'Akiles gadgets', 'Nuki accounts', 'Nuki smart locks', 'TTLock accounts', 'TTLock smart locks' (highlighted in red), 'Smart lock notifications' (with a red badge showing '22'), and 'Keyless notifications' (with a red badge showing '100').

The 'Smart lock notifications' section includes a 'Filters' panel with input fields for 'ID', 'Mission ID', 'Provider', 'Operation', and 'Code'. Below the filters, it shows '22 results' and an 'Export CSV' button. The main table has the following columns: ID, MISSION, SMART LOCK, PROVIDER, OPERATION, CODE, DESCRIPTION, CREATED, and A... (Actions). Two rows are visible, both showing 'PROVISION_FAILED' for Nuki locks. A red arrow points to the 'A...' column of the first row, which has a dropdown menu with the option 'Mark as resolved and hide'.

ID	MISSION	SMART LOCK	PROVIDER	OPERATION	CODE	DESCRIPTION	CREATED	A...
22	4398671	Nuki	Nuki	Provision	PROVISION_FAILED	Failed to create Nuki authorization	16 June 2026, 7:17	Mark as resolved and hide
21	4510730	Nuki	Nuki	Provision	PROVISION_FAILED	Failed to create Nuki authorization	16 June 2026, 7:17 a.m.	

6 - TTLock integration in RentalReady

We've added a new direct integration with a smart lock solution called TTLock.

Users must have an existing TTLock account, which will be connected to RentalReady. The integration supports both real-time remote unlock and access codes: staff users, agents and guests can press a button to unlock the device, or guests can type a PIN code directly on the lock keypad. Both options are available in parallel. Please note that remote unlock depends on the lock's hardware - only TTLock devices that support remote opening (e.g. those paired with a gateway) will show an unlock button. The PIN code option is available on all TTLock smart locks.