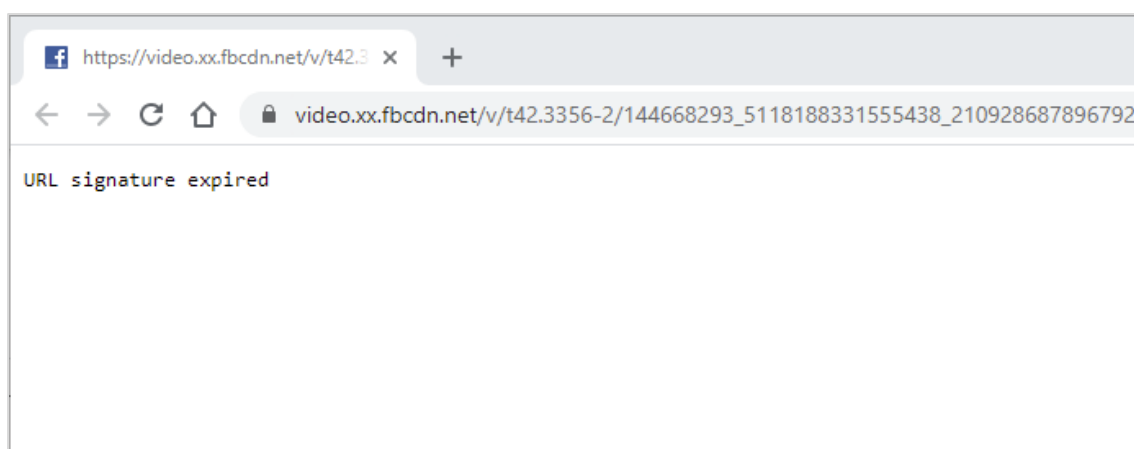# RentalHeroes

New Features & Improvements – January 2021

No more URL signature expired messages!

In the past, users may have occasionally seen a "URL signature expired" message per the screenshot below when clicking on attachment links.


For all requests logged 1st of Feb onwards, we have implemented a new storage solution for images and videos that means this will not happen anymore and the links will work indefinitely.

Improved troubleshooting to increase tenant self-resolution of issues

The following common tenant jobs have improved troubleshooting and self-help guides:

1. Blocked dishwashers
2. Blocked drains
3. Garage doors
4. Aircon not working

Improved troubleshooting includes more comprehensive steps, detailed instructions and explanatory images. A few examples of the improved troubleshooting:
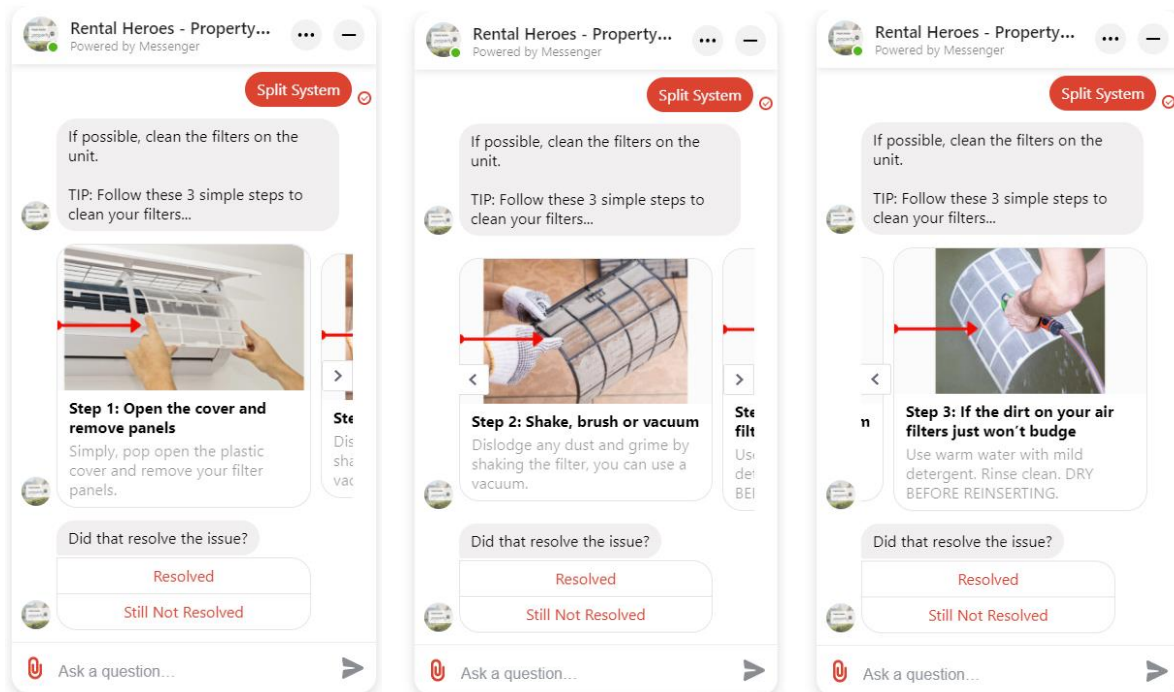
Differentiating maintenance vs. non-maintenance requests (PropertyMe)

Previously, all requests whether maintenance or non-maintenance were logged as maintenance in PropertyMe. Now its possible for agencies to have non-maintenance requests, such as tenants requesting a copy of their lease, rent reductions, etc., go through a different flow compared to maintenance.

Maintenance requests will still be logged in PropertyMe as Jobs however non-maintenance requests can now be logged as any combination of the following:

1. Job
2. Task
3. Email to the Property Manager
4. Email to shared/common email address

If your agency is using PropertyMe and would like to update how non-maintenance requests are managed, please reach out to dom@rentalheroes.com.au to discuss your requirements.

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Got any new ideas for Alex? Bug reports? Feature requests?

If you've got any suggestions, ideas, bugs or features requests, please email dom@rentalheroes.com.au with your feedback!