

Rentals United Airbnb Quality Dashboard

Monitor, analyze, and optimize every touchpoint of the guest experience. From pinpointing individual issues to understanding portfolio-wide trends, this tool helps you stay compliant, competitive, and customer-focused.



Maximize listing performance, safeguard your reputation, and keep the 5-star reviews coming!

Optimization Section Identify Properties with Issues

Gain a big-picture view of your property portfolio to uncover which listings are facing quality concerns, related to for example accuracy.

Property-Level Insights: Open the "Details" view to review specific properties or reservation IDs and understand the nature and severity of the issues.

Filter Functionality: Apply accuracy-related filters to surface only those properties where guests have flagged issues, such as mismatched descriptions or misleading photos.

Status-Based Action: Sort and act quickly using Airbnb quality statuses like Educate, Warn, or Probation to identify at-risk listings and prioritize interventions. [Read more here](#)

Guest Review Tags: All insights are powered by actual guest feedback – review tags such as “DID_NOT_MATCH_PHOTOS” help pinpoint recurring issues with accuracy.



Smarter Decisions

Get real-time visibility into problematic listings and resolve accuracy issues before they affect guest satisfaction.



Data-Driven Optimization

Use daily-updated data to pinpoint trends, adjust listing content, or retrain teams as needed.



Enhanced Guest Experience

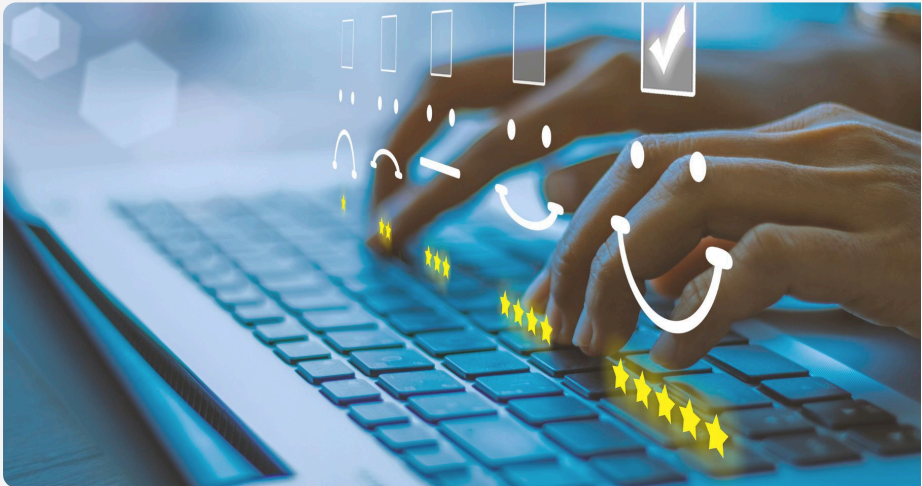
Address what matters most to guests and improve accuracy, reducing complaints and boosting review scores.

View in RU

Quality				Achievements			
Accuracy 13 Properties <div>Filter</div>		Check in 16 Properties <div>Filter</div>		Cleanliness 12 Properties <div>Filter</div>		Connected Airbnb <div><div></div>97.70%</div>	
Status		Airbnb Non Ref Rates <div><div></div>0.00%</div>		Reviewed Bookings Airbnb <div><div></div>92.39%</div>		With Airbnb Reviews <div><div></div>100.00%</div>	
Educate 19 Properties <div>Filter</div>		Warn 6 Properties <div>Filter</div>		Probation 3 Properties <div>Filter</div>			
Click to take action	Details	ApartmentName	Analysis	Categories		Details	
<div></div>	<div></div>	Spacious 2 bedroom with bathroom	Probation	CHECKIN	ACCURACY	COMMUNICATION	not helpful dirty bathroom +9
<div></div>	<div></div>	Stylish Condo near restaurants	Probation	ACCURACY	COMMUNICATION	CLEANLINESS	messy kitchen did not match photos +7
<div></div>	<div></div>	Large 3 bedroom 2 Blocks from sea	Warn	CHECKIN	COMMUNICATION	ACCURACY	quality listing standards kitchen appliances +5
<div></div>	<div></div>	Residence Inn by Marriott Weehawken	Educate	CLEANLINESS	CHECKIN		unclear instructions hair or pet hair +3

Rentals United Airbnb Quality Dashboard

Reviews Section



Unsure Where to Focus?
Let Guest Feedback Guide You.

Stop guessing where improvements are needed. See how guests are rating various aspects of their stay - then act with precision.

Instant Overview of Guest Satisfaction: View average ratings over time in all key categories: *Cleanliness, Accuracy, Communication, Location, Check-In, and Value.*

Spot Performance Trends: Identify declining scores or year-over-year trends to intervene early.

Highlight Low-Performing Areas: Automatically surface categories with the lowest average scores for targeted improvements.

Drill Into Guest Comments: Access individual reviews with full context - including the property name, rating, and categorized guest feedback.

Export Reviews: Download reviews for internal analysis or sharing with your operations, quality, or vendor teams.



Focus Your Efforts

Act based on real guest experiences to make impactful changes where they matter most.



Save Time

Quickly filter, sort, and export review data to streamline quality assurance workflows.



Stay Proactive

Catch patterns early and implement fixes before issues escalate across your portfolio.

View in RU

Total Reviews

1350

General Rating

4.8

Low Rating

4.81

Communication

Low Rating

4.52

Check in

Low Rating

4.58

Accuracy

Low Rating

4.78

Location

Low Rating

4.80

Cleanliness

Low Rating

4.39

Value

Low Rating

Main Complaints

Details

Analysis

Had To Wait

Filter

Slow To Respond

Filter

Needs Maintenance

Filter

Stains

Filter

Dirty Bathroom

Filter

	Guest Name	General	Category	Explanations	General Rating	Communication	Checkin	Accuracy
		I would highly recommend it to fellow travelers looking for a memorable and hassle-free experience. The host's attention to detail and the overall ambiance of the space would make it a standout listing.						
Room with bathroom	Marcello Enfen	Stepping into this Airbnb apartment felt like discovering a hidden gem, perfectly blending comfort with a distinctive sense of style. From the moment I walked through the door, the atmosphere was immediately welcoming and impeccably clean, setting the stage for a truly relaxing stay. The apartment's design truly stood out. The living area, bathed in natural light from the large windows, was thoughtfully arranged with plush seating that invited relaxation after a day of exploring. The color palette, a harmonious mix of calming neutrals and subtle accent tones, created an incredibly serene environment. I particularly appreciated the attention to detail in the decor – tasteful artwork, well-placed plants, and unique decorative pieces that added character without feeling cluttered. It felt like a curated space, not just a rental. The kitchen was surprisingly well-equipped, making it easy to prepare meals. It had all the essentials, and the modern appliances were a real bonus. The dining area was cozy yet functional, perfect for enjoying a morning coffee or a quiet dinner.	Checkin	+3	2	1	1	4
lo near restaurants	Paul Weiner							
locks from sea	Matthew Anders							
arriott Weehawken	Ola Fontanella				5	5	5	5
Room with 2 bathrooms	Maria Russel	Place is very nice and clean.			5	5	5	5

Rentals United Airbnb Quality Dashboard

(Alerts) Action Bar Section



Get a quick pulse check on what needs immediate attention across your listings.

Stay informed with real-time insights sourced directly from Airbnb data. Jump straight to the listings that require action without combing through the entire portfolio.

Real-Time Alerts by Status: Immediately identify listings moving into Educate or Warn status and prioritize them to prevent further deterioration or suspension.

Actionable Categorization: Alerts are grouped by problem type (accuracy, cleanliness, check-in, etc.) so teams can take targeted corrective action.

Guest Comments at a Glance: All alerts are tied to actual guest reviews or reservation data to ensure you’re acting on real, verified concerns.

Prevent Escalation
React Quickly
Real Visibility, No Guesswork

Address quality issues before they impact performance metrics or lead to deactivation.

View in RU



Clarity on what to improve



Time-Efficient analysis



Proactive quality control

Optimization

Reviews

Alerts

Alerts

Apartment Name	Click to take action	Category	Details
Spacious 2 bedroom with bathroom	🔗	Take action on listing issues	Review issues
Stylish Condo near restaurants	🔗	Take action on listing issues	Review issues
Luxury 2 bedroom at thge sea shore	🔗	Take action on listing issues	Review issues
Large 3 bedroom 2 Blocks from sea	🔗	Take action on listing issues	Review issues
Residence Inn by Marriott Weehawken	🔗	Take action on listing issues	Review issues
Spacious 2 bedroom with 2 bathrooms	🔗	Take action on listing issues	Review issues