

# Host & Guest Fix+ Launches to Stop Midnight Guest Calls and Messages for Short-Term Rental Hosts

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Host & Guest today announced the launch of Host & Guest Fix+, a platform that helps short-term rental hosts stop out-of-hours guest messages from becoming midnight emergencies - guiding guests to self-resolve common issues and escalating only what genuinely needs action.

Host & Guest Fix+ is built for short-term rental **hosts, operators, and property managers**, including those who list on **Airbnb, Booking.com, and VRBO**. Hosts can begin a **14-day free trial with no credit card required** at <https://hostandguest.app>.

For many hosts and operators, the biggest operational burden is not the day-to-day work. It is constant standby. Guest questions arrive late, common issues repeat, and hosts are left to decide what is urgent, what can wait, and what needs a contractor. The result is interrupted sleep, inconsistent guest experience, and unnecessary stress - even for hosts who only manage a handful of properties. When that stress hits at midnight, reviews are at risk alongside the rest.

**Host & Guest Fix+** is designed to bring calm structure to that moment. When a guest reports an issue, Fix+ puts them into a structured troubleshooting flow using guidance the host reviews during setup. It checks for common user error first, guides safe next steps, and sets expectations immediately. This helps guests self-resolve common problems, reduces back-and-forth messages, and escalates only what genuinely needs action. When an issue needs follow-up, Fix+ creates a ticket that captures what the guest reported and can include photos.

Over time, the most disruptive out-of-hours guest issues tend to fall into patterns: heating and hot water problems, appliance troubleshooting, access issues, and other property-specific quirks that can be handled consistently when the right steps are documented and easy to follow. Host & Guest Fix+ helps hosts turn that knowledge into reusable, property-specific guidance, while keeping the host in control of what guests see and follow.

*"I started hosting nearly a decade ago and eventually grew to owning multiple serviced apartment buildings. The hardest part was never the turnovers or the bookings. It was living on standby. If you have one short-term rental, you are on call the same way you are with fifty, and that constant readiness is what burns people out."*

**Daniel Bell, Founder and CEO, Host & Guest**

*"If there is an emergency you want to be woken up. Fix+ is built so the only issues that reach you are emergencies: health and safety risks, serious property damage, and genuine problems that need a human response."*

**Daniel Bell, Founder and CEO, Host & Guest**

When a guest-reported issue is genuine and requires action, **Host & Guest Fix+** helps hosts escalate it with context. Hosts can assign a job to their preferred contractors with a clear job summary that can include photos, helping the right person arrive prepared. Hosts and contractors can also build connections via a contractor network that can be filtered by trade and service area.

**Host & Guest Fix+** also manages guest expectations in real time. Guests receive clear guidance on next steps and timelines, reducing frustration and protecting the review score even when something goes wrong.

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