HOME CARE PORTAL

What's new

October 7, 2026

Updates 308–624

IN BRIEF

- **Time spent on tickets:** HS techs now pick how long a ticket took before closing it (comments optional), and the Admin or HS manager marks each one as a bill back or not.
- **Closing tickets:** Reps and techs now close tickets on their own homes in Limble from the portal. For someone else's home it goes to that home's Rep and tech to confirm. Old tickets closed by Sunday Oct 11 earn ½ point.
- **What's On:** A new banner heading on the What's On page.
- **Signing in:** The Sign in button now shows "Signing in…" with a spinning wheel, and a second tap is ignored, so no more error from tapping twice.
- **New owners:** For a program home changing owner, Mark and Simone each tick that they've reached out, see whether the other has, and can leave comments for each other.
- **Tidier My homes:** Each home on My homes is back on one tidy line: name, Rep and tech, AC status and tickets.
- **Home sales (managers):** My homes shows homes sold in the last 6 weeks and sales closing in the next month, for managers and the HS office.
- **Search:** A Search button in the top bar (or press /) finds pages, homes, owners, lots, tickets, people and companies, only what you can open.
- **Acknowledge new tickets:** HS techs now tap Acknowledge on new Limble tickets on My homes: same day +1 point, not acknowledged in 24 hours –1. Managers and the office see it all on the new Limble Tickets page.
- **Most active on the Home Care:** A Care Awards card for who uses the portal most; the top 3 each month get bonus points.
- **Meter readings load by themselves:** Water and electric readings now come straight from Vision every half hour, so the morning uploads are only a backup.
- **Print an area's owners:** On the property map, the Admin and Exec Office can print the lots and owners of one area or several together, with empty lots shown on the map too.
- **Exec Office Tasks:** Exec Office has a to-do list: flag the important ones, add a deadline, tick them off, and print current, completed or both.
- **Exec Office (Admin):** A new Exec Office section, view only, for the exec admin to pull property reports: water, power, weather, arrivals and departures, occupancy and Limble tickets.
- **HOA GM Report (Admin):** A board-ready version with a preview before printing, and smaller tiles on the report.

HIGHLIGHTS

- **Time spent on tickets:** HS techs now pick how long a ticket took before closing it (comments optional), and the Admin or HS manager marks each one as a bill back or not.
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October 5–6, 2026

Updates 232–307

IN BRIEF

- **Property map:** An interactive map with a pin on every home: who is in house today, arrivals 1 to 7 days ahead, homes under construction and one pin per COA.
- **Homes:** Hot tub setting, and water and electric history on each home ("See more history").
- **Notes on My homes:** Personal notes and shout-outs can show at the top of My homes.
- **Home Services:** Report an issue straight to Limble from a home, time at rentals not in the program, and a propane round that works without signal.
- **My profile and sign-in:** See the devices signed in to your account, stronger passwords, document expiry warnings, birthday sharing and holding alerts while you're off.
- **Also:** What's On by day, hurricane outlook, "meeting the new owner" reminders, dark mode fixes and What's new for everyone.
- **Occupancy (managers):** Reservations' 3-Day In-House Report now loads. A new Occupancy report shows homes coming in or in house by dates, COA or area, and a daily check shows homes on one report and not the other. On the island uses the highest report.
- **Managers:** Service Call Tracker, Home costs reports, tickets for homes not in the program, editing and printing your own team's schedule (RS and HS managers and office admins), Staff details, signing someone out, and tapping a name to see their homes.
- **All homes (managers):** Property manager column with a company dropdown, pool heating from PM replies, and new construction homes joining All homes once finished.
- **TPU and water:** No water flag, a Communication error option for meters, and occupied today and meters not reporting on the TPU map.
- **Admin:** Personal messages to people or groups (with preview, themes and shout-out points), add people from a list with a welcome email, Staff activity, sales matched by the seller's name first, days on file on Uploads, every new Limble ticket alert and nightly backups.

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