

A smiling man with short dark hair, wearing a dark grey polo shirt, is standing next to a white van. He is holding a silver tablet with both hands and looking down at it. The background is a bright, slightly blurred outdoor setting. The image is framed by a blue triangle in the top-left corner and a yellow triangle in the bottom-right corner.

RentSense Pricing 2024/25

RentSense Temporary Pricing Discount

Available between Jul 1st 2026 & Oct 30th 2026 (or when CCS close GCloud-14 whichever is sooner).

RentSense® is a cloud-based (AWS-Dublin) predictive analytics service designed specifically for SHPs. It works alongside your existing HMS to provide you with analytics and workflow management tools that will enable you to proactively support tenants to maintain their tenancy, rather than focus on enforcement action.

RentSense® is a modular service, you can procure modules independently or purchase services as packages to achieve greater value for money. Each package and the modules they include are priced overleaf:

RentSense Packages:

Collect Lite	Or	Collect
RentSense		RentSense
Early Warning Agent		Early Warning Agent
Former Tenant Arrears		Former Tenant Arrears
Daily Processing		Daily Processing
Basic Reporting		Basic Reporting
MFA		MFA
		Arrangements Manager

Includes implementation.



Value Add Options
Assisted Automation
Virtual Income Agent
Connectors

Collect

Inclusive of Implementation

Service	Description	Unit(s)	Unit Price Per Annum
RentSense	RentSense is an analytics-driven software solution that helps social housing providers reduce current tenant rent arrears, lower caseloads, and improve income team productivity by providing more accurate caseloads than a traditional HMS. RentSense analyses tenant payment patterns and applies Machine Learning to predict tenancies that are at risk of falling into arrears, allowing officers to prioritise contact and take early, effective action.	Up-to 1,999 Properties	21.93
		2,000 to 2,999 Properties	20.18
		3,000 to 3,999 Properties	19.60
		4,000 to 4,999 Properties	17.17
		5,000 to 5,999 Properties	14.17
		6,000 to 6,999 Properties	12.95
		7,000 to 7,999 Properties	12.14
		8,000 to 8,999 Properties	11.53
		9,000 to 9,999 Properties	11.22
		10,000 to 17,999 Properties	9.46
		18,000 to 24,999 Properties	7.61
		25,000 to 39,999 Properties	6.41
		40,000 to 99,999 Properties	5.07
		100,000 or more Properties	4.86
Early Warning Agent	Provides analysis on tenants in credit who are at risk of going into arrears:	Included	
Former Tenant Arrears	Extends RentSense to manage Former Tenant Arrears (FTA) - – cases where tenants leave a property with outstanding rents of charges.	Included	

Arrangements Manager	Enhances RentSense built-in capability to manage tenants with informal and court-ordered payment arrangements by: providing a calculator to assist officers to calculate appropriate payment instalments for the tenant; and summarising the status of a payment arrangement to an Income Officer when reviewing an arrears case.	Included
Daily Processing	Daily Processing is designed to support Housing Officers using RentSense by automatically updating their caseloads throughout the week, e.g., when tenants make the required payments, their cases are removed from the list of recommended arrears actions.	Included
Performance Reporting	Provides a core suite of reports that allows you to understand performance at an individual, patch, and business level.	Included
Multi-Factor Authentication		Included

Collect Lite

Inclusive of Implementation, excludes Arrangements Manager

Service	Description	Unit(s)	Unit Price Per Annum
RentSense	RentSense is an analytics-driven software solution that helps social housing providers reduce current tenant rent arrears, lower caseloads, and improve income team productivity by providing more accurate caseloads than a traditional HMS. RentSense analyses tenant payment patterns and applies Machine Learning to predict tenancies that are at risk of falling into arrears, allowing officers to prioritise contact and take early, effective action.	Up-to 1,999 Properties	£21.93
		2,000 to 2,999 Properties	£16.97
		3,000 to 3,999 Properties	£11.31
		4,000 to 4,999 Properties	£8.67
		5,000 to 5,999 Properties	£7.37
		6,000 to 9,999 Properties	£7.28
		10,000 to 17,999 Properties	£6.06
		18,000 to 24,999 Properties	£4.84
		25,000 to 39,999 Properties	£4.20

		40,000 to 99,999 Properties	£3.41
		100,000 or more Properties	£3.27
Early Warning Agent	Provides analysis on tenants in credit who are at risk of going into arrears:		Included
Former Tenant Arrears	Extends RentSense to manage Former Tenant Arrears (FTA) - – cases where tenants leave a property with outstanding rents of charges.		Included
Daily Processing	Daily Processing is designed to support Housing Officers using RentSense by automatically updating their caseloads throughout the week, e.g., when tenants make the required payments, their cases are removed from the list of recommended arrears actions.		Included
Performance Reporting	Provides a core suite of reports that allows you to understand performance at an individual, patch, and business level.		Included
Multi-Factor Authentication			Included

Additional Discount when Replacing a Third-Party Analytics Service

Customers procuring Collect or Collect Lite to replace an existing third-party analytics service will be provided the following discount against their Collect or Collect Lite service:

Properties	Collect Discount	Collect Lite Discount
Up-to 1,999 Properties	-14%	-14%
2,000 to 2,999 Properties	-14%	-14%
3,000 to 3,999 Properties	-14%	-14%
4,000 to 4,999 Properties	-14%	-13%
5,000 to 5,999 Properties	-13%	-13%

6,000 to 6,999 Properties	-12%	-11%
7,000 to 7,999 Properties	-12%	-11%
8,000 to 8,999 Properties	-12%	-11%
9,000 to 9,999 Properties	-12%	-11%
10,000 to 17,999 Properties	-12%	-11%
18,000 to 24,999 Properties	-11%	-11%
25,000 to 39,999 Properties	-11%	-10%
40,000 to 99,999 Properties	-9%	-8%
100,000 or more Properties	-4%	-3%

Standard RentSense Pricing:

Includes Arrangements Manager

Number of properties	Price per property per annum
4,000 to 4,999	£11.30
5,000 to 5,999	£11.10
6,000 to 6,999	£10.06
7,000 to 7,999	£8.6
8,000 to 8,999	£8.12
9,000 to 9,999	£7.15
Over 10,000	£7.05

Proof of Value Offering:

Mobysoft offers a Proof of Value (POV) which involves 6 months of service to identify the value the software offers in advance of committing to a full year contract. This operates through a break date or short fixed term contract. The POV prices are as follows:

- <10,000 properties: £30,000 including implementation
- >10,000 properties: £60,000 including implementation

Additional modules:

Performance reporting module:

Included in Collect & Collect Lite

Delivers a defined set of reports created using derived data from the unique algorithms within the RentSense software (allows you to understand performance at an individual, patch, and business level):

- £2.13 per property per annum

Advanced Reporting

Extends Performance Reporting so that you can quickly visualise; performance comparisons within your business (individual, patch / team); the causality of interventions and how they impact tenant behaviours; as well as the ability to benchmark performance vs similar social housing providers:

- £2.13 per property per annum

Former tenant arrears module:

Included in Collect & Collect Lite

This module allows for former tenants to be included in the RentSense caseload and monitored against a specially designed set of Former Tenant rules, allowing for consistent management of the current and former tenant arrears, but with the intelligent monitoring provided by RentSense:

- >10,000 properties: £1.50 per property per annum
- <10,000 properties: £2.50 per property per annum

Daily processing module:

Included in Collect & Collect Lite

This module which performs daily audits of transactional data to remove cases subject to existing rules on a daily basis:

- >10,000 properties: £1.30 per property per annum
- <10,000 properties: £2.50 per property per annum

Multi Factor Authentication Module:

Included in Collect & Collect Lite

This module which provides multifactor authenticating for user login:

- £3,500 for the module per annum

Microsoft Connector:

Provides a feed of RentSense recommendations direct into the Microsoft Dataverse:

- £15,000 for the module per annum

Salesforce Connector:

Provides a feed of RentSense recommendations direct into the Salesforce Dataverse:

- £17,500 for the module per annum

Early Warning Agent (previously Assisted Arrears Prevention – AAP):

Included in Collect & Collect Lite

Provides analysis on tenants in credit who are at risk of going into arrears:

- £9,000 per annum

Virtual Income Agent (previously Automated Worktray Manager – AWM):

Provides controlled automation of routine notifications to tenants in arrears based on a set of rules agreed with each Buyer:

- £7.50 per property per annum

Assisted Automation:

Omni Channel communication (text & calls):

- £20,000 per module per annum
- 5 pence per text
- 6 pence per minute

Key Subscription Terms (applies to all services):

1. All fees exclude VAT & expenses.
2. Subscription fees are payable annual in advance from contract award.
3. A “Property” is defined as any property that the customer owns, provides services for or manages. We will work with the customer to establish the number of properties to be analysed by RentSense® and the modules procured (the Property Cap).
4. Subscription fees include:
 - ✦ Hosting (AWS Dublin)
 - ✦ Updates & upgrades performed by Mobysoft
 - ✦ Support: M-F 0800 – 1730 (Excluding English national holidays):
 - Service monitoring and proactive service availability management.
 - 99.5% service availability SLA.
 - Target response and resolution times for service requests.
 - Components of the Blueprint of the Service Desk Institute Global Best Practice including Vulnerability Management; & Problem Management.
 - Deployment of updates & upgrades to your service so that you can keep at the forefront of income collection.
 - ✦ Customer Success Manager:
 - Review rent collection performance, arrears trends, and productivity
 - Track progress against agreed objectives and business cases, and where desired benchmark your income service against sector norms.
 - Identify opportunities to improve outcomes through configuration, process, or behavioural change
 - Share good practice and provide access to webinars and training events that will sustain high performance.
 - Capture customer feedback and product roadmap suggestions to share with our product and data teams to inform the development of the next release of RentSense.
 - ✦ Access to Income Maximisation Resources:
 - Provides social housing providers with direct access to resources developed by highly experienced, former senior housing professionals to improve rent collection performance, reduce arrears, and strengthen income management capability.
 - Where an Income Management Director is assigned to your account, as detailed in your Order Form, the service also provides strategic consultancy; operational support; and practical training to help organisations maximise income; optimise their use of RentSense, and build sustainable high-performing income management teams. Support can include:
 - Strategic advice on income management models, structures, and service design
 - Operational improvement programmes focused on arrears reduction and workload management

- Bespoke training, workshops, and coaching for income teams and managers.
 - Practical guidance on using RentSense® more effectively to drive outcomes
 - Cultural and behavioural change support to improve performance and engagement
 - Insight-led reviews of performance, caseloads, and recovery approaches.
5. Whilst the Collect & Collect Lite packages are inclusive of implementation, onboarding fees are applicable in year 1 where you procure service individually (22% of the initial total annual license fee).
 6. Unless otherwise agreed, the minimum contract period for RentSense is 36 months.

