



mobysoft

RepairSense® G-Cloud Pricing

A smarter way to maintain
housing standards

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£8.8bn

Record annual spend on repairs and maintenance, a 56% increase since before the pandemic.

4.2 million

People in England who would benefit from living in a social home.

160,000

Children living in temporary accommodation, a record high.

£1.4bn

Annual cost to the NHS attributed to poor quality housing.

01

Service Overview

A smarter way to maintain
housing standards

Service Overview:

Social housing providers face the dual challenge of delivering high-quality repairs while managing rising costs.

Social Housing Providers (SHPs) in the UK are responsible for ensuring tenants live in safe, comfortable, and well-maintained homes. The commitment to quality housing and timely repairs is mandated both by legislation and by sector-specific guidance and best practice frameworks.

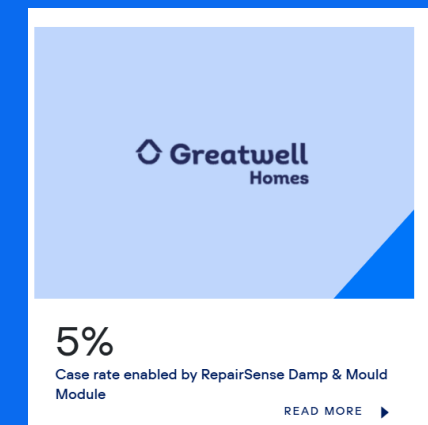
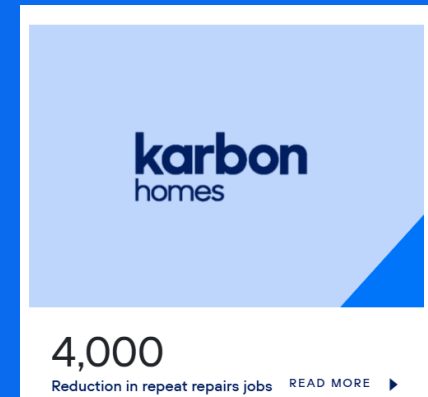
RepairSense: A smarter way to deliver Safer Homes

Mobysoft is a long-established, award-winning technology partner to the social housing sector, specialising in

predictive analytics, automation, and data-driven decision support.

Our RepairSense solution is a cloud-based analytics service designed specifically for social housing providers to improve repairs performance, and tenant outcomes. It works alongside your existing Housing Management System, to identify chain repeat repair cases (<4 visits) or high severity chain repairs (>4 visits), prioritise action, and support more proactive repairs management across plumbing, heating, electrical, and joinery trades. The service is proven to deliver better outcome for SHP's and their tenants:

RepairSense delivers proven results:



02

RepairSense Pricing

Value for money, choice, and
transparency

RepairSense® Pricing

Implementation – Fixed Fee:

Service	Description	Unit	Unit Price	Service Day	Fee
6.5 hours					
Implement RepairSense	- Implementation of the Collect product. 16-week implementation plan.	Project Manager	£1,000	7	£7,000
		Implementation Consultant	£1,000	21	£21,000
					<u>£28,000</u>

Implementation fee pricing notes:

- All fees exclude VAT.
- Milestone payments shall be:
 - On Award: 100%
- Delay payments are not provided.
- Change control will apply where the Customer deviates from the Mobysoft standard implementation methodology, plan or causes delay (described in the RepairSense Service Description).
- Customer to work to required timescales, e.g., provide necessary access and support for Mobysoft to install the data utility to transmit client data no later than 11 days after order, provide decision & approvals in a timely manner.

Subscription Fees.

Includes software licenses, hosting (AWS-London), support (M-F0800 – 1730 excl. English national holidays), updates & upgrades, as well as an allocated Customer Success Manager.

RepairSense			
Service	Description	Units	Unit Price Per Annum
RepairSense	RepairSense is a cloud-based analytics service designed specifically for social housing providers to improve repairs performance, and tenant outcomes. It works alongside your existing Housing Management System, to identify chain repeat repair cases (<4 visits) or high severity chain repairs (>4 visits), prioritise action, and support more proactive repairs management across plumbing, heating, electrical, and joinery trades.	Up-to 5,000 Properties	£8.00
		5,001 to 10,000 Properties	£6.86
		10,001 - 18,000 Properties	£5.71
		18,001 - 25,000 Properties	£4.57
		>25,000 Properties	£4.00

Key Subscription Terms (applies to all services):

1. All fees exclude VAT.
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 RepairSense® (the Property Cap), and this will form the basis of calculation for the overall price. A minimum commitment of 3,000 Properties is required.
4. A discount of 5% to the prices listed in this document is available when procuring for a minimum term of four years.

5. All pricing is subject to indexation, which will be applied each year on the anniversary of the contract start date, calculated based on Consumer Price Index data provided by the ONS.
6. Subscription fees include:
 - Hosting (AWS London)
 - 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 repairs management.
 - Customer Success Manager:
 - Track progress against agreed objectives and business cases.
 - 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 RepairSense.

For more information, please see the RepairSense® and RiskSense® Service Definition documents within the Digital Marketplace.

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