



PropertySense® G-Cloud Pricing

Safer homes, satisfied tenants,  
fewer surprises

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01

Service Overview

Safer homes, satisfied  
tenants, fewer surprises

## 1. Safer Homes, satisfied tenants, fewer surprises

Your residents deserve a decent, safe home. Your board and the regulator need proof they have one. PropertySense gives you both, from data you already hold.

The Safety and Quality Standard asks you for an accurate, up to date and evidenced understanding of every home, and Awaab's Law puts fixed deadlines on hazards. Yet despite £10.0bn spent on repairs and maintenance in England in the year to March 2025, Ombudsman findings on property condition rose 43%, and the homes you hear least from often hide the most risk.

### PropertySense: Safer Homes, Satisfied Tenants, Fewer Surprises

PropertySense® reads the signals already sitting in your repairs data, and gives you an evidenced view of every home. It brings two modular services together in one managed service:

1. **Repairs** reads every repair job you have logged to link repeat call-outs, helps you to identify component



Figure 1: PropertySense

PropertySense® reads the signals already sitting in your repairs data, brings every housing hazard into the same service, and gives you an evidenced view of every home.

failures and guides your teams to fix root causes of problems quickly.

2. **Hazards** tracks every hazard from awareness to completion against the statutory clocks in force for you.

A fourth capability, Component Management is due for release in the coming months and will help you replace components on condition rather than on calendar.

### Proven, measurable impact

Providers that have been live for 12 months or more consistently rank in the upper quartile for tenant satisfaction, averaging over 80% against a sector average of 72.3%. Successes include:

- Karbon Homes: 3,185 fewer repeat repairs in 12 months, a saving of £574,145, and a 36% lower repeat rate.
- Greatwell Homes: confidence that no hazard jobs will be missed, which it describes as "critical for us with compliance".
- Gloucester City Homes: fewer repeat repair visits and £41,947 saved within the first six months of using the service.

You can adopt PropertySense knowing it delivers fewer repeat visits, fewer complaints and higher satisfaction in practice.

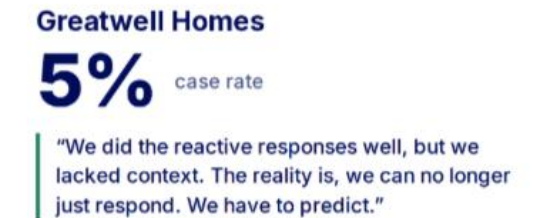
### Trusted delivery with a clear route to value

Our **Social Housing Project Team** will apply our proven delivery approach to implement and embed the service in your business in as little as 16 weeks.

Once PropertySense is deployed, your assigned **Customer Success Manager** will help you to drive benefits realisation, e.g., by providing repairs benchmark data (such as repeat repair, first-time fix and no-access rates), insight into repairs and hazard management good practice from across our user base, as well as training on how to maximise the value of our service.

### Your pathway to Decent Homes:

Our **Account Management Team** are on hand to:



- Share insight into how landlords are meeting the Safety and Quality Standard and Awaab's Law.
- Support you to build the business case for PropertySense, including the financial return from fewer repeat visits, complaints and disrepair claims, alongside safer homes, tenant satisfaction and regulatory assurance.
- Give you a live demonstration of PropertySense using real repairs and hazard scenarios.

Where requested, Mobysoft may also offer a chargeable Proof of Value (POV) exercise that provides up to six months of service to prove PropertySense on your own data and test value against agreed success criteria (operated as a break clause for cause within a longer-term agreement).



## Act where it matters





# 02 Timebound Discount

## H2 2026

## 2. PropertySense Q3 Pricing Offer

Available between now & 30<sup>th</sup> Dec 2026. Offer bundle pricing includes implementation.

| PropertySense                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                            |                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|----------------------|
| Service                                                                                                                                                                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Units                      | Unit Price Per Annum |
| <b>PropertySense</b><br>Includes:<br><ul style="list-style-type: none"> <li>▪ <b>Repairs</b></li> <li>▪ <b>Hazards</b></li> <li>▪ <b>Projected Risk – Beta</b> (Damp &amp; Mould)</li> </ul> | PropertySense® reads the signals already sitting in your repairs data, brings every housing hazard into the same service, and gives you an evidenced view of every home. It brings two capabilities together in one managed service:<br><br>1. <b>Repairs</b> reads every repair job you have logged to link repeat call-outs, helps you to identify component failures and guides your teams to fix root causes of problems quickly.<br><br>2. <b>Hazards</b> tracks every hazard from awareness to completion against the statutory clocks in force for you, and includes Damp & Mould Case Management as standard. | Up-to 5,000 Properties     | £6.49                |
|                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 5,001 to 10,000 Properties | £6.15                |
|                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 10,001 - 18,000 Properties | £5.75                |
|                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 18,001 - 25,000 Properties | £5.25                |
|                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | >25,000 Properties         | £4.97                |

Standard subscription terms apply (see below).



# 03 Pricing

## PropertySense

## 3. Pricing

### Implementation – Fixed Fee:

| Service                             | Description                                                                                                                                                                                  | Unit                      | Unit Price | Service Day<br>6.5 hours | Fee            |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|------------|--------------------------|----------------|
| <b>Implement Repairs module</b>     | <ul style="list-style-type: none"> <li>Implementation of the Collect product.</li> <li>16-week implementation plan.</li> <li>Integration to preferred HMS.</li> </ul>                        | Project Manager           | £1,000     | 7                        | £7,000         |
|                                     |                                                                                                                                                                                              | Implementation Consultant | £1,000     | 21                       | £21,000        |
|                                     |                                                                                                                                                                                              |                           |            |                          | <u>£28,000</u> |
| <b>Implement the Hazards module</b> | <ul style="list-style-type: none"> <li>Implementation and configuration of Extended Hazard Compliance.</li> <li>16-week project.</li> <li>Integration to preferred Asset Systems.</li> </ul> | Project Manager           | £1,000     | 7                        | £7,000         |
|                                     |                                                                                                                                                                                              | Implementation Consultant | £1,000     | 30                       | £30,000        |
|                                     |                                                                                                                                                                                              |                           |            |                          | <u>£37,000</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 product 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.

| PropertySense  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                            |                      |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|----------------------|
| Module         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Units                      | Unit Price Per Annum |
| <b>Repairs</b> | The Repairs module 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. For comparison, Karbon Homes avoided 3,185 repeat repairs in 12 months, saving £574,145 – around £180 for every repair avoided. | 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                |
| <b>Hazards</b> | The Hazards module integrates with existing housing and asset management systems to understand hazards across your housing portfolio. Data is used to provide dashboards that give teams visibility of current and emerging risks across your housing stock. Also includes Projected Risk – Beta (Damp & Mould).                                                                                                                                                                                                                                                                   | Up-to 5,000 Properties     | £13.00               |
|                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 5,001 to 10,000 Properties | £11.14               |

|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                    |                             |         |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------|
|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                    | 10,001 - 18,000 Properties  | £9.29   |
|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                    | 18,001 - 25,000 Properties  | £7.42   |
|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                    | >25,000 Properties          | £6.50   |
| <b>Assisted Automation</b> | Assisted Automation is a rich card messaging service that cuts no-access visits on repairs appointments, e.g., on the morning of a booked visit, it can send tenants branded rich card messages showing the appointment time, the trade, and the operative's name. The tenant can then "Confirm", or "Reschedule". Providing options for the tenant to confirm visits can go ahead as planned or to prompt you to reschedule them. | Per Social Housing Provider | £20,000 |
| <b>SMS</b>                 |                                                                                                                                                                                                                                                                                                                                                                                                                                    | Per Message                 | 5p      |

## Social Value: Delivering Additional Value to Your Communities

We want our customers to create new opportunities in their region. Unless otherwise agreed, we will therefore make 1% of your annual subscription fees available to fund social value projects in your area. This could include creating apprenticeship opportunities in-line with PPN026, support for voluntary and third sector organisations in your area, or other initiatives that matter locally.

We'll help you identify where that support will count most — whether that's placements within your own teams, apprenticeships with your contractors and local employers, programmes run with a nearby college or training provider, or projects delivered by community and voluntary organisations. We can deliver the funding by paying the training provider, employer or organisation directly, or in kind through staff time, software, mentoring and training from our own team.

Funding doesn't roll over between years, but meaningful projects rarely fit neatly into twelve months. So where it helps, we can agree to combine two or more years' funding to support a longer programme or a larger cohort, and even front-load it so the work can start sooner.

Every project supported is a shared achievement. We'll work with you on a short case study for each of our websites — agreed with you in advance — so the people and the outcomes behind it are properly recognised.

### 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 the product (the Property Cap), and this will form the basis of calculation for the overall price.
4. A discount of 5% to the prices listed in this document is available when procuring for a minimum term of three 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 the product.

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