

RiskSense® G-Cloud Pricing

A smarter way to deliver safer
housing

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01

RiskSense Service Overview

A smarter way to deliver safer
housing

1. Service Overview: A smarter way to provide safe housing

Social Housing Providers (SHP) are operating in an environment of increasing regulatory scrutiny, heightened expectations around resident safety, and rising levels of tenant vulnerability.

Landlords are required to identify housing hazards early, prioritise the most serious risks, and take timely, evidenced action to protect residents and demonstrate compliance. In practice, this is challenging across large and complex housing portfolios, where risk indicators are often fragmented across multiple systems and teams.

Predictive risk intelligence for safer homes

RiskSense® is a cloud-based (AWS-London) risk intelligence service that is designed to help social landlords proactively identify and prioritise housing hazards.

RiskSense® will connect with your existing housing and asset data to:

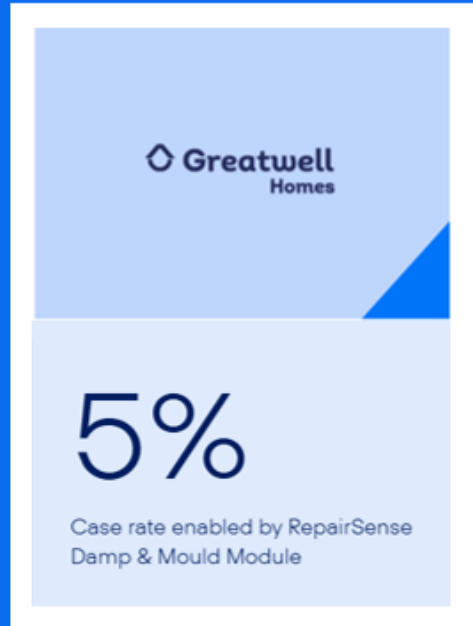
- Identify homes at increased risk of housing hazards.
- Prioritise cases based on severity, and potential impact.
- Support earlier, preventative intervention before issues escalate.
- Provide clear visibility of risk at operational, management, and executive level.

RiskSense® is configurable to local policies and operating models and is delivered as a fully managed SaaS service, requiring no replacement of existing core housing systems.

Proactive risk management with measurable benefit

The optional ProjectedRisk module supports a shift from reactive case handling to proactive risk management, helping organisations focus limited resources where they will have the greatest impact. The service enables SHPs to:

RiskSense: Proven Results



" RiskSense has given us that assurance – we now know no jobs will be missed and it also identifies any errors. It is critical for us with compliance."

Greatwell Homes

- Identify damp, mould, and housing hazards earlier.
- Improve prioritisation of inspections and remedial activity.
- Reduce escalation through earlier, targeted intervention,
- Apply data driven decision-making.

By enabling earlier action, RiskSense® helps protect residents while reducing organisational risk and pressure on frontline teams.

Trusted delivery with a clear route to value

Our Specialist [SHP - Project Team](#) will apply our proven delivery approach to implement and embed the service in your business in as little as 16 weeks.

Once RiskSense is deployed, your assigned Customer Success Manager will help you to drive benefits realisation, e.g., by providing insight into good practice from across our user base, as well as the provision of training on how to maximise the value of our service.

Your pathway to sustainable social housing:

Our Account Management Team are on hand to:

- Share market insight into common and emerging hazard management trends with you.
- Support you to build the business case for investment in a hazard management service.
- Provide you a live demonstration of RiskSense using real 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 data services and to test value against agreed success criteria (operated as a break clause for cause within a longer-term agreement).

02 RiskSense Software Packages

Our service paces your
jurisdictional requirements

2. RiskSense Software Packages: Our service paces your jurisdictional requirement

RiskSense® provides a single, integrated service that supports the full housing risk lifecycle — from early identification of potential hazards through to prioritisation, oversight, and assurance.

We recognise that each Country within Great Britain is implementing laws that require SHPs to correctly identify, investigate, and fix housing hazards at different paces, e.g., the Welsh Housing Quality Standard (WHQS) Hazard Response Rule came into effect 1st April 2026, whilst the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 will phase obligations for SHPs to manage various hazards between October 2026 & 2027. Mobysoft has therefore structured its compliance service to reflect the phased approach within each Country of Great Britain.

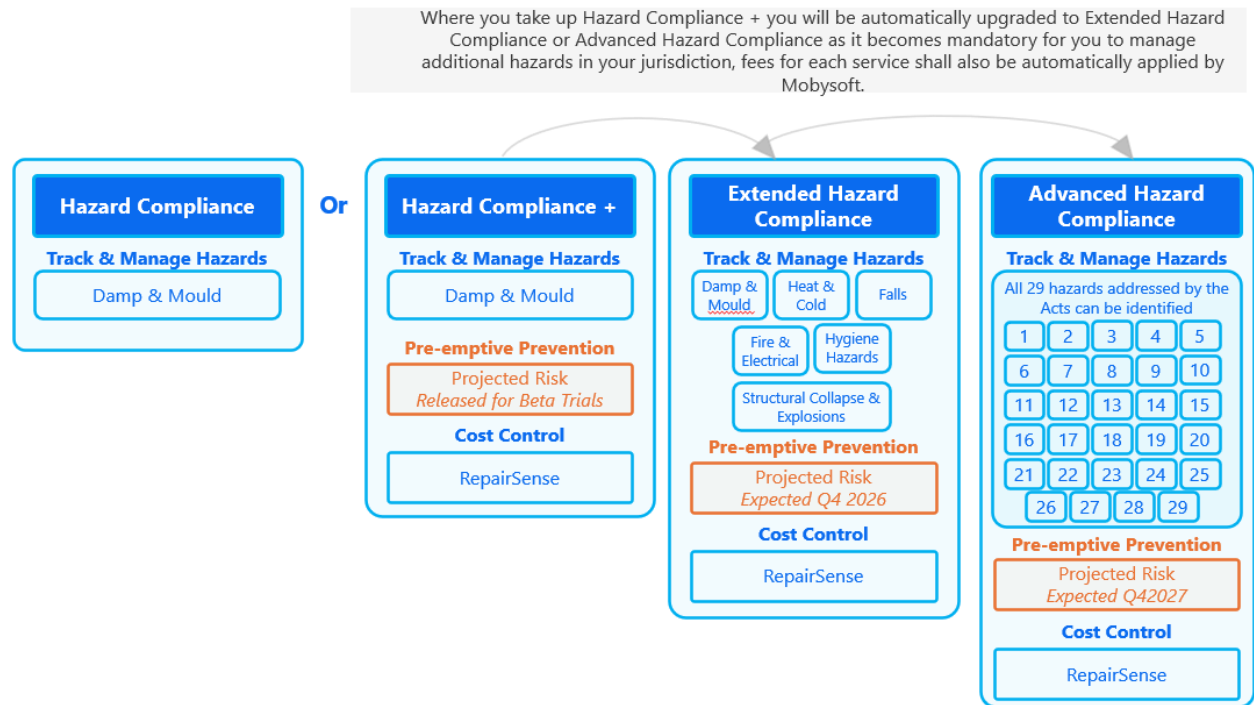


Figure 1: RiskSense Service Packages

RiskSense can be implemented in line with the jurisdictional requirements of the SHP.

03 RiskSense Pricing

Value for money, choice, and
transparency

3.RepairSense® Pricing

Implementation – Fixed Fee:

Service	Description	Unit	Unit Price	Service Day	Fee
				6.5 hours	
Hazard Compliance					
Delivery Fee	- Implementation and configuration of Hazard Compliance. 12-week project.	Project Manager	£1,000	7	£7,000
		Implementation Consultant	£1,000	21	£21,000
		£28,000			
Hazard Compliance +					
Including Projected Risk – Beta (Damp & Mould)					
Delivery Fee	- Implementation and configuration of Hazard Compliance +. 12-week project.	Project Manager	£1,000	7	£7,000
		Implementation Consultant	£1,000	26	£26,000
		£33,000			
Extended Hazard Compliance.					
Including Projected Risk – Beta (Damp & Mould)					

Delivery Fee	- Implementation and configuration of Extended Hazard Compliance. 12-week project.	Project Manager	£1,000	7	£7,000
		Implementation Consultant	£1,000	30	£30,000
			£37,000		
Advanced Hazard Compliance					
Including Projected Risk – Beta (Damp & Mould)					
Delivery Fee	- Implementation and configuration of Extended Hazard Compliance. 12-week project.	Project Manager	£1,000	7	£7,000
		Implementation Consultant	£1,000	33	£34,000
			£41,000		
Upgrade Fee – Compliance + to Extended Hazard Compliance					
Including Projected Risk – Beta (Damp & Mould)					
Upgrade Fee	- Implementation and configuration of Extended Hazard Compliance. 12-week project.	Project Manager	£1,000	7	£7,000
		Implementation Consultant	£1,000	26	£26,000
			£33,000		
Upgrade Fee –Extended Hazard Compliance to Advanced Hazard Compliance					
Including Projected Risk – Beta (Damp & Mould)					
Upgrade Fee		Project Manager	£1,000	7	£7,000

	- Implementation and configuration of Extended Hazard Compliance. 12-week project.	Implementation Consultant	£1,000	33	£34,000
			<u>£41,000</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 Mobyssoft standard implementation methodology, plan or causes delay (described in the RiskSense Service Description).
- Customer to work to required timescales, e.g., provide necessary access and support for Mobyssoft 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.

RiskSense			
Service	Description	Units	Unit Price Per Annum
RiskSense Hazard Compliance	RiskSense 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. RiskSense Hazard Compliance provides tracking for “Damp & Mould” only.	Up-to 5,000 Properties	£3.00
		5,001 to 10,000 Properties	£2.57
		10,001 - 18,000 Properties	£2.15
		18,001 - 25,000 Properties	£1.71
		>25,000 Properties	£1.50
OR procure one of our Hazard Compliance services.			
Note that where you take up Hazard Compliance + you will be automatically upgraded to Extended Hazard Compliance or Advanced Hazard Compliance as it becomes mandatory for you to manage additional hazards in your jurisdiction, fees for each service shall also be automatically applied by Mobysoft. Project fees for configuration of the service to track and manage additional Hazards will apply.			
Hazard Compliance +	Hazard Compliance + provides RiskSense to manage damp & mould hazards, and RepairSense to assist with improving repair performance. Also includes Projected Risk – Beta (Damp & Mould).	Up-to 5,000 Properties	£10.00
		5,001 to 10,000 Properties	£8.57
		10,001 - 18,000 Properties	£7.14

		18,001 - 25,000 Properties	£5.71
		>25,000 Properties	£5.00
Extended Hazard Compliance	Builds on Hazard Compliance + to include tracking and managing the following Hazards: ▪ Damp & Mould ▪ Excess cold and excess heat ▪ Falls (uneven surfaces, stairs etc.) ▪ Structural collapse & explosions ▪ Fire and electrical hazards ▪ Domestic and personal hygiene & food safety. Also includes Projected Risk – Beta (Damp & Mould).	Up-to 5,000 Properties	Included in Hazard Compliance +
		5,001 to 10,000 Properties	
		10,001 - 18,000 Properties	
		18,001 - 25,000 Properties	
		>25,000 Properties	
Advanced Hazard Compliance	Builds on Extended Hazard Compliance to include tracking and managing the following Hazards: 1. Damp and mould growth 2. Excess cold 3. Excess heat 4. Asbestos and Manufactured Mineral Fibres (MMF) 5. Biocides 6. Carbon monoxide and fuel combustion products 7. Lead exposure 8. Radiation (Radon gas) 9. Uncombusted fuel gas 10. Volatile organic compounds (VOCs)	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

	11. Crowding and space 12. Entry by intruders 13. Lighting 14. Noise 15. Domestic hygiene, pests, and refuse 16. Food safety 17. Personal hygiene, sanitation, and drainage 18. Water supply 19. Falls associated with baths 20. Falls on level surfaces 21. Falls associated with stairs and steps 22. Falls between levels 23. Electrical hazards 24. Fire 25. Flames, hot surfaces, and materials 26. Collision and entrapment 27. Explosions 28. Ergonomics 29. Structural collapse and falling elements Also includes Projected Risk – Beta (Damp & Mould).		
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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 hazard management and repairs.
 - Customer Success Manager:
 - Review hazard management performance.
 - 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 RiskSense.

For more information, please refer to the RiskSense® Service Definition documents within the Digital Marketplace.

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