

MRI Service Charges

MRI Service Charges empowers your organisation to achieve complete accuracy and transparency in managing service charges. This process is not just critical; it's complex, sensitive, and costly when mistakes occur. Our solution transforms this challenge into an opportunity: automating calculations, streamlining administration, and ensuring full compliance with regulatory requirements. By reducing risk and eliminating inefficiencies, MRI Service Charges gives your team control, confidence, and the tools to deliver a superior customer experience every time.

Built for the unique needs of the housing sector, MRI Service Charges enables the calculation, apportionment and collection of fixed and variable charges to tenanted, leasehold and freehold properties. Surplus / deficit is calculated for your estimated or variable charges and can be included on your customer documentation.

Our solutions include:

- Unrestricted access to support for trained users within support hours for the duration of the contract.
- Regular software updates for the duration of the contract.
- Unlimited access to client support portal.
- MRI standard hosting service.

Tier	No. of Properties in Management*	Annual Pricing
Tier 1	0-2500	£27,628.16
Tier 2	2501-10000	£41,442.23
Tier 3	10001-30000	£69,070.39
Tier 5	30001-50000	£103,605.59
Tier 6	50001+	£138,140.78

*defined as the number of properties as reported annually to the Regulator for Social Housing or equivalent regulator in Wales or Scotland.

MRI Software Limited - G-Cloud 15 Pricing Document

Customer Loyalty Discount – MRI Service Charges

We value your partnership – and we believe loyalty should be rewarded.

We're pleased to offer a loyalty-based discount on MRI Service Charges for customers who are already using the MRI broader solution ecosystem.

- Enjoy a 5% discount on MRI Service Charges if you're already using one of the following solutions: MRI Housing Enterprise

Optional Extras

Notes		Annual Pricing
MRI Messaging Achieve cost efficiency by utilising MRI Messaging for all your SMS messaging requirements.	Outgoing SMS Messages (Messaging Bundle) 10,000 - £1,435 25,000 - £2,965 50,000 - £4,940 100,000 - £8,325 150,000 - £12,280 250,000 - £17,325 500,000 - £28,505 - and then per additional 250,000 messages, above 500,000 messages, £14,000 Note: The Messaging Bundle includes one virtual number as standard. Additional virtual numbers are available at an additional cost of £500 per annum per number.	From £1,435

Assumptions

- All prices do not include tax
- The Fee is invoiced annually in advance and will be due from contract signature
- Annual pricing excludes any required Professional Services.
- Invoices may be billed from the following MRI Software companies:
 - MRI Software Limited
 - MRI Software EMEA Limited
 - MRI Community Software Limited
 - MacMunnis Limited
 - Orchard Information Systems Limited
 - Housing Partners Limited
 - Castleton Technologies Limited
 - Castleton Limited
 - FSI (FM Solutions) Limited
 - Springboard Research Limited
 - Real Asset Management Limited
 - eSight Energy Limited

MRI Implementation and Professional Services Fees

	Notes	Hourly Rate
Project Management	Project coordination services to plan, manage and oversee delivery activities.	£162 per hour
Consulting	Advisory services supporting configuration, process alignment and best-practice adoption.	£162 per hour
Training	User training services to support system understanding and effective day-to-day use.	£162 per hour
Technical Services	Specialist technical services supporting integration, data activities and system configuration.	£162 per hour

MRI Managed Services

Managed Services

In addition to our regular Professional Services, we can also provide ongoing operational support services to manage agreed systems and environments.

Complementary MRI Solutions available on G-Cloud 15

The following complementary solutions are available for purchase also via G-Cloud and allow a housing organisation to deliver housing management, housing options and repair services for their housing organisation.

Please see the service definition document for more detail of the following complementary solutions that closely align with MRI Service Charges.

MRI Housing Enterprise

- **MRI Housing One**
- **MRI Safer Communities**
- **MRI Customer Central**
- **MRI Asset Management**
- **MRI Repairs**
- **MRI Allocations**
- **MRI Income Analytics**
- **MRI Agora Insights** – Business Intelligence and reporting platform bringing all your MRI solution data into one place giving you valuable insights into your organisation's performance. Include MRI Ask Agora, our AI tool enabling you to query your data using simple plain text (without the need for any database knowledge).