



M3Central Pricing

This document sets out the pricing for M3Central, a cloud-based repairs diagnostics and reporting service for social housing providers. All prices are exclusive of VAT.

Pricing model

M3Central is provided as cloud-based Software as a Service (SaaS) solution, licensed on an annual per-unit basis per organisation. The annual licence fee includes access to the hosted service, routine maintenance, software updates, and standard remote support during business hours.

Initial fee

The initial fee covers onboarding, configuration, and setup activities. The initial fee applies to new customers only and is waived for licence renewals where the service is already implemented.

Annual licence fee

The annual licence fee covers ongoing access to the hosted service, routine maintenance, software updates, and standard remote support.

Education sector discount

Qualifying educational organisations, including schools, academies, colleges, and universities, are eligible for a 10% discount against the initial fee and annual licence fees. Eligibility must be confirmed at the point of order. This discount cannot be combined with other discounts.

Additional services

Optional services such as on-site training, consultancy, or extended support may be provided by agreement and are charged separately based on scope and duration.

What's included

- Access to the M3Central service
- Routine software updates and enhancements
- Planned maintenance
- Standard remote support

What's not included

- On-site training or support
- Bespoke consultancy services
- Custom integrations beyond standard configuration



Unit-based pricing table

In the table the number of units refers to the number of properties managed by the client.

No of units	M3Central Diagnostics (for staff)		M3Central Reporting (for tenants)		M3Central Diagnostics and Reporting	
	Initial Fee (£/unit)	Annual Licence Fee (£/unit)	Initial Fee (£/unit)	Annual Licence Fee (£/unit)	Initial Fee (£/unit)	Annual Licence Fee (£/unit)
0–1,000	£3.00	£2.00	£3.00	£2.00	£5.10	£3.40
1,001–3,000	£2.70	£1.80	£2.70	£1.80	£4.59	£3.06
3,001–6,000	£2.40	£1.60	£2.40	£1.60	£4.08	£2.72
6,001–10,000	£2.18	£1.45	£2.18	£1.45	£3.71	£2.47
10,001–15,000	£1.95	£1.30	£1.95	£1.30	£3.32	£2.21
15,001–20,000	£1.80	£1.20	£1.80	£1.20	£3.06	£2.04
20,001–30,000	£1.65	£1.10	£1.65	£1.10	£2.81	£1.87
30,001–40,000	£1.50	£1.00	£1.50	£1.00	£2.55	£1.70
40,001–60,000	£1.35	£0.90	£1.35	£0.90	£2.30	£1.53
60,001–80,000	£1.20	£0.80	£1.20	£0.80	£2.04	£1.36
80,001–100,000	£1.05	£0.70	£1.05	£0.70	£1.79	£1.19
100,001–120,000	£0.98	£0.65	£0.98	£0.65	£1.67	£1.11
120,001+	£0.90	£0.60	£0.90	£0.60	£1.53	£1.02

Totals are calculated by multiplying the per-unit rate by total units. All prices exclude VAT.

The Initial Fee applies to new customers only, and is waived for licence renewals where the service is already implemented.