



Voicescape G-Cloud 15

Pricing - 2026

Registered Social Landlords

www.voicescape.com



Voicescape Pricing 2026

All Prices are subject to VAT

All services require an Implementation Fee and a Service Platform Fee

Implementation Fee

One-off payment to onboard the project



Frequency: One-off at start of contract



Amount: 20% of total Annual Recurring Revenue (ARR) for all products apart from Caseload Manager and Agreements Manager which is 40% of the Annual Recurring Revenue.

A 10% discount is given on the implementation fee for 2 year contracts and 20% discount on the implementation fee for 3 year contracts for Caseload Manager and Agreements Manager.

Managed Service Platform Fee

Annual Subscription providing access to the technology platform for our Collections service



Frequency: Annual Subscription



Amount: Priced per property scaling from:
Starts at 1,000 stock (£12,000) | Capped for 22,500 stock and above (£45,000).

Collections



Frequency: Annual in advance



Amount: £1.75 per property per annum for CTA and £0.37 per property per annum for FTA Plus the Managed Service Platform fee.

All set up fees are subject to a minimum cost of £2,000.



Includes: Please refer to Service Specification



Discount: 10% discount available on the annual licence charge, when Collections is combined with Voicescape Caseload Manager solution.

Caseload Manager

 **Frequency:** Annual in advance

 **Amount:** **Number of properties** **£'s per property per year***

<5,000	£8.47
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5,000 to 9,999	£7.26
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10,000 to 17,999	£6.05
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18,000 to 24,999	£4.84
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25,000 to 39,999	£4.24
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40,000 to 59,999	£3.52
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60,000+	£3.31
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*Minimum annual licence price of £30,000

Minimum set up fee £15,000

Maximum set up fee £35,000

 **Includes:** Please refer to Service Specification

Agreements Manager

 **Frequency:** Annual in advance

 **Amount:** **Number of properties** **£'s per property per year***

<5,000	£4.40
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5,000 to 9,999	£3.85
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10,000 to 17,999	£3.30
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18,000 to 24,999	£2.75
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25,000 to 39,999	£2.20
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40,000 to 59,999	£1.65
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60,000+	£1.49
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*Minimum annual in advance price of £30,000

Minimum set up fee £15,000

Maximum set up fee £35,000

 **Includes:** Please refer to Service Specification

10% discount available on the Agreements Manager annual licence charge, when Agreements Manager is combined with Voicescape Caseload Manager solution.

60% discount available on the Agreements Manager Implementation Fee when Agreements Manager is combined with Voicescape Caseload Manager solution.

Sustainability Manager

 **Frequency:** Annual in advance

 **Amount:** **Number of properties** **£'s per property per year***

<5,000	£9.20
5,000 to 9,999	£7.90
10,000 to 17,999	£6.60
18,000 to 24,999	£5.40
25,000 to 39,999	£4.80
40,000 to 59,999	£4.20
60,000+	£4.00

*Minimum annual licence price of £30,000

Minimum set up fee £15,000

Maximum set up fee £35,000

 **Includes:** Please refer to Service Specification

10% discount available on the annual licence charge, when Sustainability Manager is combined with the Voicescape Engage solution.

Engage

 **Frequency:** Annual in advance

 **Amount:** Engage 1 service £1.10 per managed property per year
Engage full solution £2.20 per managed property per year

Subject to a minimum annual fee of £12,000.

All set up fees are subject to a minimum cost of £2,000

A 5% discount is given for contract periods of 3 years or more.

 **Includes:** Please refer to Service Specification

RPA Modules

Automatic Unattended Platform Fee £15,000 per annum

Manual Attended Platform Fee £8,000 per annum

Esendex mobile number for each client portal £400 per number, per annum.

RPA Universal Credit Verification

*Min Annual Cost £20,000



Frequency: Annual in advance



Amount:

Number of properties

£'s per property per year*

Up to 4,999

£1.80

5,000 to 9,999

£1.70

10,000 to 14,999

£1.60

15,000 to 19,999

£1.50

20,000 to 24,999

£1.35

25,000 to 39,999

£1.20

40,000 to 59,999

£1.00

60,000+

£0.90

Minimum annual cost for both UCV and DD together £30,000.00

20% Annual License fee or

Min Implementation £5,000

Max Implementation £10,000



Includes:

Please refer to Service Specification

RPA Annual Direct Debit Adjustments

*Min Annual Cost £25,000



Frequency: Annual in advance



Amount:

Number of properties	£'s per property per year*
Up to 4,999	£1.98
5,000 to 9,999	£1.87
10,000 to 14,999	£1.76
15,000 to 19,999	£1.65
20,000 to 24,999	£1.49
25,000 to 39,999	£1.32
40,000 to 59,999	£1.10
60,000+	£0.99

Minimum annual cost for both UCV and DD together £30,000.00

20% Annual License fee or

Min Implementation Fee £10,000

Max Implementation Fee £15,000



Includes: Please refer to Service Specification

Compliance



Frequency: Annual in advance



Amount: 1st Module Gas (LGSR) or Repairs & Maintenance £1.65 per property per year.
2nd Module Gas (LGSR) or Repairs & Maintenance £0.55 per property per year.
Electrical Surveys (EICR) £0.55 per property per year.
Bespoke Campaigns £0.55 per property per year.

Minimum annual charge of £12,000.

All set up fees are subject to a minimum cost of £2,000.

A 5% discount is given for contract periods of 3 years or more.



Includes: Please refer to Service Specification

Feedback



Frequency: Annual in advance



Amount: Repairs & Maintenance £1.65 per property per year.

Contact Centre £0.55 per property per year.

All Feedback Surveys £2.20 per property per year.

Minimum annual charge of £12,000.

All set up fees are subject to a minimum cost of £2,000.

Sentiment and Theme analysis charged at 50% of per property cost as outlined above.

Tenant Satisfaction Measures module £0.55 per property per year.

A 5% discount is given for contract periods of 3 years or more.



Includes: Please refer to Service Specification

Wellbeing



Frequency: Annual in advance



Amount: £2.20 per managed tenant per month.

Minimum annual charge of £8,000.

All set up fees are subject to a minimum cost of £2,000

A 5% discount is given for contract periods of 3 years or more.



Includes: Please refer to Service Specification

Campaign Manager

-  **Frequency:** Annual in advance
-  **Amount:** £4,000 per annum
All set up fees are subject to a minimum cost of £2,000
-  **Includes:** Please refer to Service Specification

Additional Services

Professional Service charge
£995 per day

Professional Voice Recording
£500 per recording

Third Party Tech Integration set up cost
£12,000

Third Party Tech Integration annual licence
£8,500

Third Party Tech Integration
Simple £0.25 per property per year
Standard £0.38 per property per year
Complex £0.55 per property per year

Credit Support
Basic £2.00 per record
Standard £4.00 per record
Bespoke £1.00

Rich Communication Services
10% of the annual licence fee

API
API price £0.20 per property per year
API minimum price £2,000
API maximum price £7,000

For non-stock holding local authorities, please visit the [Voicescape Local Authorities page](#).



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