



MyBins App

Pricing Schedule January 2026

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1.0 CORE PRICING

1.1 Pricing Summary Table (Annual Prices, excl. VAT)

Table 1: Contract Duration Options (1 Year, 3 Years, 5 Years)

Pricing tier	2026/27	2028	2029	2030	2031	2032
25,000 properties or fewer (fixed annual fee)	£3,000 / £2,500 / £2,000	£3,090 / £2,575 / £2,060	£3,183 / £2,652 / £2,122	£3,278 / £2,732 / £2,185	£3,377 / £2,814 / £2,251	£3,478 / £2,898 / £2,319
25,001–150,000 properties (per-property rate)	£0.16 / £0.14 / £0.12	£0.17 / £0.15 / £0.13	£0.18 / £0.16 / £0.14	£0.19 / £0.17 / £0.15	£0.20 / £0.18 / £0.16	£0.21 / £0.19 / £0.17
More than 150,000 properties (per-property rate)	£0.14 / £0.12 / £0.10	£0.15 / £0.13 / £0.11	£0.16 / £0.14 / £0.12	£0.17 / £0.15 / £0.13	£0.18 / £0.16 / £0.14	£0.19 / £0.17 / £0.15

How to read this table

- Prices are shown as 1-year / 3-year / 5-year contracts
- Per-property rates are multiplied by total property count
- One pricing tier applies per customer
- Prices are fixed for the duration of the selected contract term

2.0 PRICING CLARIFICATIONS AND ASSUMPTIONS

2.1 Scope of Pricing

Prices shown apply to the full provision of the **MyBins App**, as described in the **Service Definition Document**. Pricing includes data provision, standard updates, quality assurance, documentation, and remote support for the duration of the contract. No additional charges apply for standard delivery of the service.

Prices exclude bespoke analysis, custom data transformations, non-standard reporting formats, and on-site support, which may be agreed separately if required.

2.2 Definition of Properties

For pricing purposes, a *property* is a single addressable property record within the customer's geographic boundary. For year one, property counts are derived from the most recent publicly available Office for National Statistics (ONS) housing and property datasets mapped to current local authority boundaries.

Property totals are re-assessed annually based on publicly available Office for National Statistics (ONS) housing and property datasets to account for the addition of new housing stock.

There is no limit on the number of MyBins app downloads per property.

2.3 Per-Property Pricing Methodology

Where pricing is expressed as a per-property rate, the annual charge is calculated by multiplying the applicable unit rate by the total number of properties within the customer's boundary at contract commencement.

Property totals are re-assessed annually based on publicly available Office for National Statistics (ONS) housing and property datasets to account for the addition of new housing stock.

2.4 Pricing Tiers and Thresholds

Customers are charged under **one pricing tier only**, based on total property count:

- 25,000 properties or fewer: fixed annual fee
- 25,001 to 150,000 properties: per-property annual rate
- More than 150,000 properties: per-property annual rate

Thresholds are inclusive

2.5 Contract Options and Duration

Customers may select a **1-year, 3-year, or 5-year contract**, starting in any year shown in the pricing table. Multi-year pricing reflects discounted annual rates for longer contractual commitments. Prices are fixed for the full duration of the selected contract term, with no annual uplift applied.

2.6 Year-Specific Pricing

Prices vary by contract start year to reflect forecast cost changes and planned improvements to MyBins app. Customers entering a contract in a given year will be charged the rates shown for that year for the full duration of their selected contract term.

2.7 VAT, Billing, and Limits

All prices are exclusive of VAT, which will be charged at the prevailing rate where applicable. Charges are invoiced quarterly in advance and rounded to the nearest whole pound. There is no minimum contract value and no maximum pricing cap beyond the published rates.

3.0 PRICING SUMMARY

Pricing is based on the number of properties within a customer's boundary and varies by contract start year and contract duration. Three pricing tiers apply:

3.1 Authorities with 25,000 Properties or Fewer

A fixed annual fee applies, with lower annual rates available for 3-year and 5-year commitments.

3.2 Authorities with 25,001 to 150,000 Properties

Pricing is calculated using a per-property annual rate multiplied by the total number of properties. Lower per-property rates apply to longer contract terms.

3.3 Authorities with more than 150,000 Properties

Pricing is calculated using a reduced per-property annual rate, reflecting economies of scale. Lower rates apply to longer contract terms.

4.0 KEY POINTS FOR BUYERS

- One pricing tier applies per customer (tiers are not blended)
- Property counts are assessed at contract commencement, and updated annually
- Multi-year contracts benefit from discounted annual pricing
- Prices are exclusive of VAT
- No minimum contract value applies
- No upper pricing cap applies beyond the published rates

5.0 WORKED PRICING EXAMPLES (Illustrative)

5.1 Assumptions

- Contract start year: 2026/27
- Prices taken from the 2026/27 pricing table
- Prices shown are annual charges, exclusive of VAT
- Multi-year prices reflect discounted annual rates

5.2 Example 1: Local Authority with 20,000 Properties

Table 2: Pricing Tier 25,000 Properties or Fewer (fixed fee)

Contract term	Annual price	Total contract value
1 year	£3,000	£3,000
3 years	£2,500	£7,500
5 years	£2,000	£10,000

5.3 Example 2: Local Authority with 80,000 Properties

Table 3: Pricing Tier 25,001 to 150,000 Properties or Fewer (per-property rate)

Contract term	Unit rate	Annual price	Total contract value
1 year	£0.16	£11,800	£11,800
3 years	£0.14	£11,200	£33,600
5 years	£0.12	£9,600	£48,000

5.4 Example 3: Local Authority with 200,000 Properties

Table 4: More than 150,000 Properties (per-property rate)

Contract term	Unit rate	Annual price	Total contract value
1 year	£0.14	£21,000	£21,000
3 years	£0.12	£18,000	£54,000
5 years	£0.10	£15,000	£75,000

Note: Worked examples are provided for illustrative purposes only. Actual charges will be calculated using the applicable rates from the pricing table and the property figures derived from ONS data at contract commencement.

6.0 OPTIONAL EXTRAS (Non-Essential, Time-Limited Support)

The following services are **optional extras** and are **not required** for delivery of the core service. They are available to provide additional, time-limited support to council customers where additional assistance is beneficial.

Each optional extra is **capped at a maximum duration of three months** and includes a defined set-up phase, development of an agreed plan, and implementation support. These services can be commissioned separately and tailored to local needs.

6.1 Optional 1 - Help with Routing (up to 3 months)

Optional, time-limited support to help councils review, design, or refine user routing and signposting within digital services.

This support includes:

- An initial set-up meeting to agree objectives, scope, and success measures
- Development of a routing or signposting plan, informed by user journeys and existing council processes
- Implementation support to help apply agreed changes and recommendations

This optional service is intended to support improved user experience and service efficiency but is **not essential** to the operation of the core service.

6.2 Optional 2 - Help with Service Launch, Including Paid Social Media (up to 3 months)

Optional, time-limited support to help councils plan and deliver the launch of a new or updated service.

This support includes:

- A set-up meeting to agree launch goals, audiences, messaging, and channels
- Development of a launch plan, which may include paid social media activity where required
- Implementation support to deliver agreed launch activities over the defined period

This optional service supports awareness and uptake but is **not required** for the core service to function.

This option includes £1,000 of paid social media posts (any additional paid social media required would be charged at cost plus 20% admin fee)

6.3 Optional 3 - Help with Social Media During Significant Service Change (up to 3 months)

Optional, time-limited communications support during periods of significant service change, such as policy updates, eligibility changes, or service transitions.

This support includes:

- A set-up meeting to understand the nature of the change and communications requirements
- Development of a social media and communications plan to support clear and consistent messaging
- Implementation support to deliver agreed social media activity during the defined period

This optional service is designed to help councils manage communications effectively during change and is **not essential** to ongoing service delivery.

This option includes £1,000 of paid social media posts (any additional paid social media required would be charged at cost plus 20% admin fee)

Table 5: Price for Optional, Non-Essential Extra Support

Pricing tier		2026/27	2028	2029	2030	2031	2032
25,000 properties or fewer <i>(fixed annual fee)</i>	Optional 1 - Help with Routing	£3,500	£3,850	£4,235	£4,659	£5,124	£5,637
	Optional 2 - Help with Service Launch, Including Paid Social Media	£4,000	£4,400	£4,840	£5,324	£5,856	£6,442
	Optional 3 - Help with Social Media During Significant Service Change	£4,000	£4,400	£4,840	£5,324	£5,856	£6,442

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Pricing tier		2026/27	2028	2029	2030	2031	2032
25,001–150,000 properties <i>(per-property rate)</i>	Optional 1 - Help with Routing	£4,500	£4,950	£5,445	£5,990	£6,588	£7,247
	Optional 2 - Help with Service Launch, Including Paid Social Media	£5,000	£5,500	£6,050	£6,655	£7,321	£8,053
	Optional 3 - Help with Social Media During Significant Service Change	£5,000	£5,500	£6,050	£6,655	£7,321	£8,053
More than 150,000 properties <i>(per-property rate)</i>	Optional 1 - Help with Routing	£5,500	£6,050	£6,655	£7,321	£8,053	£8,858
	Optional 2 - Help with Service Launch, Including Paid Social Media	£6,000	£6,600	£7,260	£7,986	£8,785	£9,663
	Optional 3 - Help with Social Media During Significant Service Change	£6,000	£6,600	£7,260	£7,986	£8,785	£9,663