

BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on 13th April 2026

Analytical Rent Arrears Software

Report of the Portfolio Holder for Housing

Classification	This report is Public.
Contact Officer	Victoria Dawson, Assistant Director Housing Management

PURPOSE/SUMMARY OF REPORT

To seek approval to enter a 2 year contract with Mobyssoft for RentSense, an analytical rent arrears product.

REPORT DETAILS

1. Background

- 1.1 Since 2022 the Council has used RentSense software to improve rent collection. RentSense eliminates the guesswork for income management assistants. It provides actions which will be most effective from a financial perspective. RentSense has streamlined the Income Management Assistants time, resulting in more time to engage with tenants effectively.
- 1.2 The RentSense system prioritises rent arrears cases for Income Management Officers, using analytical technology they can predict which cases will generate the most positive result. We monitor compliance with the work tray it generates. The system reduces the number of cases which require contact and this frees up officer time.
- 1.3 Recent performance reporting from Mobyssoft continues to provide confirmation that the system is making an impact on rent recovery which is also confirmed in Housing Key Performance Indicators. We have an annual target of 92% rent recovery, at the end of Quarter 3, 25/26 we were at 96%.

Exceptional Performance – Jan 25 to Jan 26

873 customers recommended in January 2025, of which 770 are still customers in January 2025



2. Details of Proposal or Information

- 2.1 The original contract for RentSense was for 2 years with an option to extend for a further 2 years. The current contract is due to end early May 2026.
- 2.2 We are seeking a new short term 2 year fixed contract. We do not require any longer as we believe our Housing Case Management system will be able to do the offer the same analytical functionality in time, at little or no additional costs.
- 2.3 Mobysoft who own RentSense are established on the G Cloud 14 Digital Marketplace. Having done an intensive search using the GCloud framework and key terms, Mobysoft were the only provider available. However there are fixed costs using this framework which would be £157,300. A Direct award would be at £120,500, so a significant saving of over £37,300.
- 2.4 We have been in contract with Mobysoft since May 2022, they have constantly been the expert in this field and the most competitive provider when we have researched this and would like to continue with them in the short term. We are also in the process moving our Housing Case Management System to a cloud based model and RentSense is compatible which means there will be very little service disruption during this change. This is essential in our rent recovery processes.
- 2.5. In addition as we only require a short contract. Other providers would need a period of setting up, testing and implementation which could take up to 6 months, this would be a ¼ of the life of the contract and cause significant disruption to the Income Management Team which we are keen to avoid.
- 2.4 A contract waiver has been signed by the Councils procurement manager and Assistant Director Governance.

Reasons for Recommendation

- 3.1 Mobysoft were identified as the best supplier through a procurement exercise, and the direct award offers a cost-effective solution as a short 2 year contract. This system is ensuring that we achieve a better rent collection rate, and we are seeing a reduction in arrears.

4 Alternative Options and Reasons for Rejection

- 4.1 None, as Mobysoft were identified as the best supplier through an agreed procurement exercise.

RECOMMENDATION(S)

Executive approves the contract for 2 years to Mobysoft for the RentSense software.

Approved by Councillor Phil Smith, Portfolio Holder for Housing

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: There are sufficient funds within existing budget to meet the contractual amount <p style="text-align: right;">On behalf of the Section 151 Officer</p>		
<u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input type="checkbox"/>		
Details: Mobysoft were identified as the best supplier through a procurement exercise, with a contract waiver approved by the procurement manager. <p style="text-align: right;">On behalf of the Solicitor to the Council</p>		
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: There are no staffing implications rising directly from this report. <p style="text-align: right;">On behalf of the Head of Paid Service</p>		
<u>Equality and Diversity, and Consultation</u> Yes <input type="checkbox"/> No <input type="checkbox"/> <i>(Please speak to the Equality and Diversity Officer for advice)</i>		
Details:		

Environment Yes No

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. *(Please speak to the Climate Change Officer for advice)*

Details:

DECISION INFORMATION:

Please indicate which threshold applies:

Is the decision a Key Decision?

A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:

Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or **(b)** Results in the Council incurring Revenue Expenditure of £75,000 or more.

Capital (a) Results in the Council making Capital Income of £150,000 or more or **(b)** Results in the Council incurring Capital Expenditure of £150,000 or more.

District Wards Significantly Affected:

(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)

Please state below which wards are affected or tick **All** if all wards are affected:

Yes **No**

(a) **(b)**

(a) **(b)**

All

Is the decision subject to Call-In?

(Only Key Decisions are subject to Call-In)

If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? *(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)*

Consultation carried out:

(this is any consultation carried out prior to the report being presented for approval)

Leader **Deputy Leader** **Executive** **SLT**
Relevant Service Manager **Members** **Public**
Other

Yes **No**

Yes **No**

Yes **No**

Links to Council Ambition: Customers, Economy, Environment, Housing

Ambition: Customers

Priorities:

- *Continuous improvement to service delivery through innovation, modernisation and listening to customers*
- *Improving the customer experience and removing barriers to accessing information and services*
- *Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people*

Ambition: Housing

Priority:

- *Building more, good quality, affordable housing, and being a decent landlord*

DOCUMENT INFORMATION:

Appendix No	Title

Background Papers

(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).