

Leighton Linlade Town Council
The White House
Hockliffe Street
Leighton Buzzard
LU7 1HD
UK

Our Ref: LSM11982MGV

End User: Leighton Linlade Town Council

21 January 2022

Notice of Annual Renewal

Please accept this letter as notice of the annual increase in charges, for the year commencing 1 May 2022.

Throughout the last two years IT has played a major role in helping organisations continue to be productive and deliver their services during the pandemic. This has however meant that demand for IT skills have increased dramatically. In addition many third parties have increased their prices to Civica over the period and Civica have continued to absorb those costs, this year alone a number of Microsoft products are increasing their charges by between 12.5% and 25%. Throughout this period Civica has continued to absorb these increases not wishing to pass them on to our customers.

It is important that Civica are able to attract and retain the best people into roles to provide the service to you as a valued customer as well as being able to continually invest in the products so they continue to evolve and meet your business needs.

As a result of the increasing costs Civica will be applying an 8% increase to maintenance in order to absorb the previous two years of wage and supplier inflation as well as the ability to ensure that the increases faced this year do not detract from product investment and attracting the best skills to the company.

Accordingly, your total charge for the year commencing 1 May 2022 will be £8,098.28 (net of VAT). The charges will be invoiced annually.

Please submit the necessary Purchase Order or valid Purchase Order alternative (E.g. contact name) quoting our ref: LSM11982MGV, to us at the below address, or preferably, email to: RenewalSchedules@civica.co.uk.

Should you have any queries or require further information, please do not hesitate to contact a member of the Revenues Team on the email address provided above or telephone 0333 3214 914, so any issues can be resolved prior to the issuing of the resultant invoice. Alternatively, you may wish to channel your enquiry through your account/ customer service manager.

We would like to take this opportunity to thank you for your continued support.

Yours sincerely,

Revenues Team

RenewalSchedules@civica.co.uk