



# **Cornwall Housing Supplier Information**

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## Contents

Contents.....	2
Introduction.....	3
Cornwall Housing Business Plan.....	3
Debarment.....	3
Supplier Relationship & Contract Management.....	4
Supplier Set up, Purchase Orders and Invoicing .....	4
Processing Invoices .....	5
Payment Terms.....	6
Further Advice .....	6
What to include on your Invoice .....	6
Appendix A.....	7
Appendix B.....	8

## Introduction

Welcome to the Cornwall Housing supply chain. Whether this is your first time supplying us, or the tenth, we hope you find this information pack useful.

This information pack should help create a smooth transition into our buyer/supplier relationship; it will help you to understand what is expected of suppliers and let you know what you can expect from us.

## Cornwall Housing Business Plan

This document will give you a feel for the organisational values which Cornwall Housing expects all suppliers to uphold.

Cornwall Housing's Business Plan can be found on the Cornwall Council's website using this link [Business plan 2025-2029](#)

## Debarment

Cornwall Housing does not engage with companies on the debarment list.

The Procurement Act 2023 established a centralised debarment list on gov.uk, empowering the Minister of the Crown to publish comprehensive supplier exclusion information. This legislative framework enables contracting authorities to make more consistent decisions by broadening exclusion grounds and allowing publication of investigation reports.

Suppliers on the debarment list are prohibited from public procurement processes for a specified period. Debarment can result from serious regulatory breaches, professional misconduct, fraudulent activities, or ethical standard failures. The exclusion duration varies based on violation severity, typically ranging from months to years. During this period, suppliers must address underlying issues and demonstrate corrective actions to be considered for removal from the list.

## Supplier Relationship & Contract Management

The new Procurement Act 2023 has seen the additional needs for performance monitoring and transparency, ensure that these requirements have been clearly identified with your contract manager.

Successful collaboration relies on active engagement and commitment to contract management from both Cornwall Housing and its supply chain. This involves attending all scheduled meetings, providing accurate and timely reporting as requested, and maintaining open, transparent communication channels.

## Supplier Set up, Purchase Orders and Invoicing

Once your organisation has been awarded a contract with Cornwall Housing there are a series of events which must happen to allow your first invoice to be paid in a timely manner.

If you have not been a Cornwall Housing supplier before, you will need to be set up on Cornwall Housing's finance system (Workday) as a supplier.

You will be contacted by Cornwall Housing to submit contact and payment details, where these have not already been provided. Please follow the guidance sent to you carefully to avoid delays with your payments.

Supplier account setups can take up to a week to process.

Where there is a requirement for you to sign a copy of the contract, this is required before a Purchase Order (PO) can be raised.

### **Cornwall Housing operates two key policies in this area:**

#### **1. No Contract No Pay**

As a basic principle, Cornwall Housing will require a signed contract to be in place for all contracts over total value in order to raise a Purchase Order and pay any subsequent Invoices.

It is vital that when the contract is sent to you to be signed, this is done in a timely manner. This requirement is in place to protect both Cornwall Housing and your organisation. An example of a Purchase Order is at Appendix 1.

## 2. No PO No Pay

All invoices, with a small number of exceptions, require a Purchase Order (PO or S-CON) before payment. You should not accept orders (written or verbal) from Cornwall Housing employees unless an official order is provided.

An official order from us will contain a unique PO Number in one of the following formats:

### **Standard Goods and Services**

- For standard goods and services, this will be an 11-digit alpha-numeric reference starting with "PO-" e.g. PO-00078217. An example is included in Appendix A.

### **Subcontract Work**

- For subcontract work, there will be a 12-digit alpha numeric reference starting with "S-CON-" e.g. S-CON-051092. An example is included in Appendix B.
- With subcontract work, you may be sent a copy of the detailed Works Order for information purposes. We would recommend not starting any work until you have received the correct 'S-CON' referenced order. This will be sent to you by your Cornwall Housing contact.

***Please note that works order references are not official Purchase Orders.***

When creating your invoice, it is important that you quote the correct PO/S-CON number.

**If we do not receive the correct order reference on an invoice, payment cannot be made,** and you will be asked to re-submit the invoice with a valid PO/S-CON number.

## **Processing Invoices**

Please send Invoices correctly addressed to Cornwall Housing and quoting a valid Purchase Order (PO) Number to [accountspayable@cornwallhousing.org.uk](mailto:accountspayable@cornwallhousing.org.uk) for processing and payment.

If you have a query regarding your invoice, please contact the [accountspayable@cornwallhousing.org.uk](mailto:accountspayable@cornwallhousing.org.uk) mailbox.

If you have not received an official Order (PO/S-CON), please contact the Cornwall Housing contact who has requested delivery of the goods and/or services.

## Payment Terms

Unless otherwise detailed in your contract Terms and Conditions, Cornwall Housing's standard payment terms are 30 days.

- Weekly payment run is every Thursday.
- You will receive a Remittance Advice for your payment by e-mail.
- Payment is by BACS and clears your bank account 2 working days later.

If any of your company details change during the contract term, we will need to update our Finance system to ensure invoices can continue to be paid promptly.

Please notify Cornwall Housing's Finance Team of the change by e-mailing: [accountspayable@cornwallhousing.org.uk](mailto:accountspayable@cornwallhousing.org.uk) and we will be happy to help.

If your company details are not up to date, this will likely result in the delay or failure of invoice payments.

## Further Advice

Further advice is available from Cornwall Housing by emailing: [accountspayable@cornwallhousing.org.uk](mailto:accountspayable@cornwallhousing.org.uk) alternatively, you can email the contact officer who is managing your contract.

## What to include on your Invoice

For information on what to include when submitting an Invoice to Cornwall Housing please visit the following links:

- [Invoicing and taking payment from customers: Invoices - what they must include - GOV.UK](#)
- [Where you are a VAT registered organisation](#)
- [Where you are not a VAT registered organisation](#)

### **Please Note:**

- *We cannot accept an Invoice with more than one purchase order number.*
- *Your invoice will be returned to you for a valid PO/S-CON reference to be added if one is not quoted; this will delay payment.*

# Appendix A

**CORNWALL HOUSING**



A CORNWALL COUNCIL COMPANY

## Purchase Order

Purchase Order Number	PO-00080031
Purchase Order Date	09/03/2026
Purchase Order Type	Standard
Requested Delivery Date	09/03/2026
Buyer	[REDACTED]
Email	[REDACTED]

Page 1 of 1

**Supplier:**

[REDACTED]

**Ship To:**

Cornwall Housing Limited  
 Chy Trevail  
 Bodmin  
 Cornwall  
 PL31 2FR  
 United Kingdom  
 Lesley Dormand

**Additional Information:**

[REDACTED]

**Bill To:**

Cornwall Housing Limited  
 Chy Trevail  
 Beacon Technology Park  
 Bodmin  
 Cornwall  
 PL31 2FR  
 United Kingdom  
 Company VAT No: 485743842

Currency	Total Lines Amount	Total Tax Amount	Total PO Amount
GBP	[REDACTED]	[REDACTED]	[REDACTED]

Service Lines					
Line Number	Item Name	Description	Start Date	End Date	Amount
1		[REDACTED]			[REDACTED]

**Messages**

Purchase Order number must appear on all correspondence, invoices, shipping papers and packages.

# Appendix B

**CORNWALL HOUSING**



A CORNWALL COUNCIL COMPANY

## Supplier Contract

Contract Number	S-CON-051512
Contract Reference	[REDACTED]
Contract Start Date	24/03/2026
Buyer	[REDACTED]
Email	[REDACTED]k

Page 1 of 1

**Supplier:**

[REDACTED]

**Bill to:**

Cornwall Housing Limited  
 Chy Trevail  
 Beacon Technology Park  
 Bodmin  
 Cornwall  
 PL31 2FR  
 United Kingdom  
 Company VAT No: 485743842

**Delivery Instructions:**

[REDACTED]

Currency	Total Line Amount	Total Tax Amount	Total Contract Amount
GBP	[REDACTED]	[REDACTED]	[REDACTED]

Line Number	Item Name	Description	Start Date	End Date	Amount
1		[REDACTED]	24/03/2026	23/04/2026	[REDACTED]

**Messages**

We can confirm that for this order, Cornwall Housing Limited is an END USER for the purposes of section 55A VAT Act 1994 reverse charge for building and construction services. When invoicing us for supplies that fall within the scope of CIS, unless the supply you make is that of an 'employment business' please issue us with a normal VAT invoice, with VAT charged at the appropriate rate. We will not account for the reverse charge.

Supplier Contract number must appear on all correspondence, invoices, shipping papers and packages.