

Suppliers payment process

All invoices to be sent from the supplier, directly to:
Supplier.Invoices@sanctuary-housing.co.uk
(20 PDF invoices per email)
Or
PO Box 2039
2 Marybone
Liverpool
L69 3AQ

Invoices OK

Invoices paid within
payment terms

Invoices in query /
dispute

Invoices returned
within 10 days of
receipt

Supplier to re-issue
new invoice

Where there are any status updates or requests
for payment, these must be addressed to:

Finance.Servicedesk@sanctuary-housing.co.uk
Or 0800 0224 200

Call / email will be acknowledged and a ticket
reference provided within 24 to 48 hours

If you feel the above has not been met, please
call again and request your query to be escalated
to a supervisor