



Managing and building homes

Communicating with Thirteen suppliers

We would like to remind suppliers and prospective suppliers about how Thirteen communicates with them on a range of issues.

There are a number of stages that prospective suppliers must go through to provide services to Thirteen. During these stages, we will communicate with you in these ways:

Before award of contract

Before we award a contract to a supplier, prospective suppliers must go through Thirteen's tender process.

During this process, we will contact you via the e-tendering website (www.housingprocurement.com). For clarification on certain issues, we may also contact you direct.

This means that prospective suppliers will only ever receive emails from either:

- procontract-notifications@due-north.com; **or**
- `firstname.secondname@thirteengroup.co.uk` eg `david.smith@thirteengroup.co.uk`

If you receive an email during the pre-contract award process, please make sure that it is from one of the above addresses.

You may also be called by a member of staff from Thirteen. If we call you, please ask for confirmation of the phone call by email – this will come from a Thirteen email address as above.

Post-contract award

Once we have awarded a supplier with a contract, we will only contact you using a Thirteen email address (`firstname.secondname@thirteengroup.co.uk`).

When we set up new suppliers on our systems, you will always receive a New Supplier Account Details form sent from a Thirteen email address.

If we request copy invoices, we will always ask for them to be sent to a Thirteen email address.





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If we send you an email, we would never provide a link to a web portal to view an invoice or make payment.

If we call you, we will always use a telephone number with a Middlesbrough area code (01642) or our main Customer Services number: 0300 111 1000. If we call you, please ask for confirmation of the phone call by email – this will come from a Thirteen email address as above.

In the event of a systems failure at Thirteen, we will still always contact you from a Thirteen email address.

Contact

We are asking our corporate suppliers to remain vigilant and make their employees aware of our processes. If you receive a contact from Thirteen which you are suspicious about, please forward it to:

phishing@thirteengroup.co.uk

