



See you soon

# Visiting our Greenbank Plymouth office

**Plymouth office**  
Devon & Cornwall  
Housing Association  
Whitefield House  
Greenbank Road  
Plymouth  
Devon PL4 8NH

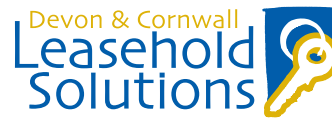
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[www.dcha.co.uk](http://www.dcha.co.uk)

This leaflet is  
also available in  
large print  
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Devon & Cornwall  
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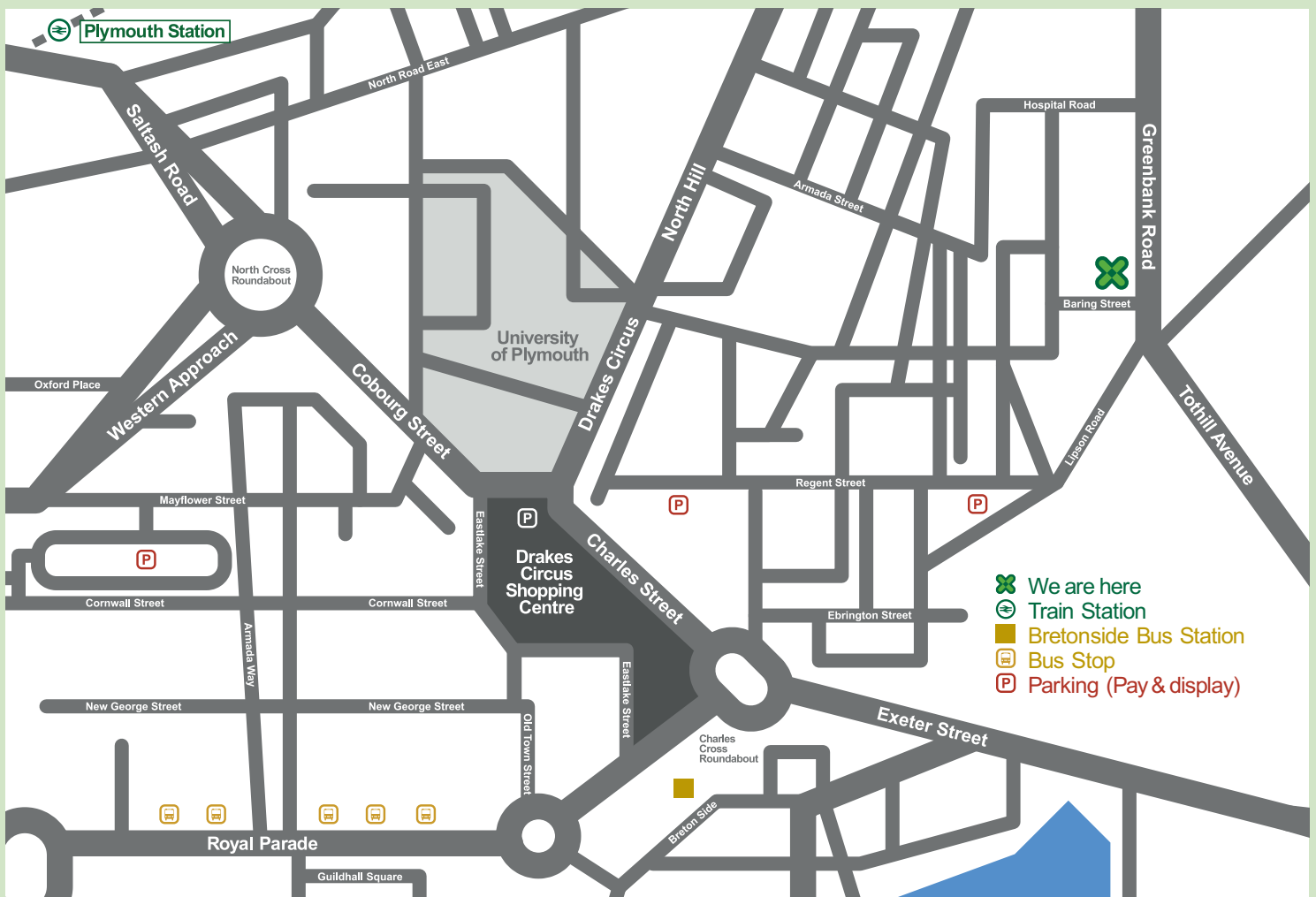


# Welcome to our Greenbank Plymouth office

**This pocket guide contains directions  
to the Devon & Cornwall Housing  
Association Greenbank office in  
Plymouth and information about  
the facilities available.**

If you have any further  
queries please contact us.





## Information Greenbank Plymouth office

### Making access and information easy

Free car-parking for disabled people is available if you let our reception staff know before your visit. There is wheelchair access to the building with access limited to the ground floor reception area and disabled toilet.

We have a portable induction loop system to help people who use hearing aids. All our written material is available in larger formats, please ask for details.

We have easy access to interpretation and translation facilities, so we can provide services in most languages almost instantly.

### Security

We ask all visitors to sign in and out at reception, and to wear a security pass while in the office. Please ask any member of staff if you require help in any way.

### Toilets

There are toilets on the ground and second floors. There is an adapted toilet for people with particular disabilities available on the ground floor.

### Health & safety

In the event of accident or illness, please notify your host or our reception staff.

### Fire procedures

The signal to evacuate the building is a continuous ringing bell. Evacuation procedures are displayed on each floor, and our staff will help you in the event of an alarm.

Please let us know if you have any other needs, and we will be happy to help. We operate a system of assisted escape for disabled visitors. Please tell us your requirements, and we will explain our escape procedures to you.

## How to find us Greenbank Road



### By train

Plymouth station is a 25 minute walk from the office or can be accessed by the city centre bus service from Royal Parade about 10 minutes walk from the station.

### By bus

The office is serviced by the City Centre - St Judes - Mount Gould circular. No.23 & 23D

### By car

Travelling west on the A38 from Exeter follow the signs for the city centre on to the A374.

At the Cattedown roundabout go straight across onto Tothill Road then straight over at the traffic lights onto Tothill Avenue. Follow the road uphill and the office is located at the junction with Baring Street.

There is limited visitor parking to the rear of the building.

**To reach us using Sat Nav our postcode is PL4 8NH**

### We are listening!

We always welcome any suggestions and comments. They will help us to improve our services and will raise awareness of particular needs. To make suggestions please complete one of our "Customer comments" leaflets available at reception.