



See you soon

Visiting our
Truro office

Truro office
Devon & Cornwall
Housing group
Kenwyn Street
Truro Cornwall
TR1 3BA

T: 01872 267300

F: 01872 260397

E: info@dchgroup.com

**This leaflet is
also available in
large print
01872 267300**

Devon & Cornwall Leasehold
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Association / Care & Repair
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www.dchgroup.com

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Welcome
to our
Truro office

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

If you have any further
queries please contact us.



Information Truro office

How to find us Kenwyn Street



Making access and information easy

Free car-parking for disabled people is available if you let our reception staff know before your visit.

The office is on two floors. There is a lift and ground floor meeting and interview rooms available.

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.

Toilets

Toilets are available on both floors, disabled toilets are situated on the ground floor.

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.

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.

By train

It is possible to walk to the office from the Truro train station. It is a 10-15 minute walk. Please note however that it might take longer on the way back as this is uphill. Go down Station Road, which joins Richmond Hill. At the mini roundabout take the right turn onto George Street. Follow this road to Kenwyn Street. Alternatively there is a taxi service at the station.

By car

You can access our office from all major road networks: A30 (East and West); A39 Falmouth; A390 St Austell.

Parking

We encourage staff and visitors to use public transport wherever practical. See over the page for a map of train and bus stations close to the office. There is a pay and display car park at Moorfield on Calenick Street.

To reach us using Sat Nav our postcode is TR1 3BA

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.

