

Accessibility statement for Housing Online:

https://homeseeker.berneslaihomes.co.uk/pls/houlive_selfserv/f?p=13000:101

This website is run by Berneslai Homes Ltd

This accessibility statement applies to NPS Housing Online. It applies to all pages contained within the site.

We want as many people as possible to be able to use this website. For example, that means you should be able to:

- change colours, contrast levels and fonts, albeit these are not applied to text embedded within images. We would recommend using the 'Text only' version to take advantage of this.
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader

We've also made the website text as simple as possible to understand.

AbilityNet has advice on making your device easier to use if you have a disability.

How accessible is this website

We know some parts of this website are not fully accessible:

- There are several areas where a screen reader will not fully work, especially when navigation using the tab key.
- When increasing the magnification of pages, some of the labels do not show and the text at the base of the page extends and overlaps.

Feedback and contact information

This website allows you to view information about your housing services and interact with us. We can provide some of this in a different format for you. If you would like to request this or have any other feedback, please contact us as follows:

Rent Queries Email: rents@berneslaihomes.co.uk

Rent Queries Telephone: 01226 774613 or 01226 774685

Lettings Queries Website: homeseeker@berneslaihomes.co.uk

Lettings Queries Telephone: 01226 787600

We'll consider your request and get back to you within 5 working days.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements,

E:Mail: customerservices@berneslaihomes.co.uk

Phone: 01226 774376

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, contact the [contact the Equality Advisory and Support Service \(EASS\)](#).

Contacting us by phone or visiting us in person

We provide a text relay service for people who are D/deaf, hearing impaired or have a speech impediment.

Our offices have audio induction loops, or if you contact us before your visit we can arrange a [British Sign Language \(BSL\) interpreter](#). .

Technical information about this website's accessibility

Berneslai Homes is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

This website is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to following non-compliances listed below

There are a number of areas where a screen reader will not fully work, especially when navigation using the tab key

- When increasing the magnification of pages, some of the labels do not show and the text at the base of the page extends and overlaps.

What we're doing to improve accessibility

The current site is only partially accessible, as per the statement. It is our intention to upgrade this site to the latest version of the software by Jan 2021 to ensure compliance.

Preparation of this accessibility statement

This statement was prepared 22nd September 2020.

This website was last tested on 28 August 2020. The test was carried out by Northgate Public Services Ltd personnel.

The team tested the most used customer journeys through the website and the different types of page. The testing followed the WCAG 2.1 AA guidelines and considered the needs of users with sight impairment, physical disabilities, hearing impairment and cognitive disabilities.

We tested every page within the site for:

- Keyboard (only) access
- Magnification of up to 300%
- Errors detected by tools such as Codesniffer, Lighthouse or Wave
- Access and site usage using voice recognition software
- Access and site usage using screen reading tools

The tools used are listed below:

- Screen readers: JAWS, NVDA and VoiceOver
- Evaluation tools: WAVE, Web Accessibility Toolbar and ARC Toolkit
- Other tools: browser zoom tool and Windows Speech Recognition.