

Accessibility statement for **www.solihullcommunityhousing.org.uk**

This statement covers
www.solihullcommunityhousing.org, Share Your Views,
Civica Choice Based Letting site and the My SCH Account
customer portal.

Solihull Community Housing is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone, and applying the relevant accessibility standards.

Conformance status

The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level . Solihull Community Housing is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard.

How accessible this website is

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

- you cannot modify the line height or spacing of text

- most older PDF documents are not fully accessible to screen reader software
- live video streams do not have captions
- you cannot skip to the main content when using a screen reader
- there's a limit to how far you can magnify the map on our 'contact us' page

To understand how accessible these websites are, we propose carrying out an accessibility audit. The date of this audit has yet to be confirmed.

Feedback and contact information

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- email: newsandveiws@solihullcommunityhousing.org.uk
- call: 0121 717 1515

We'll consider your request and get back to you in 15 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, contact:

- newsandveiws@solihullcommunityhousing.org.uk

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 Equality Advisory and Support Service \(EASS\)](#).

Contacting us by phone or visiting us in person

Our offices are currently closed. To contact us, please call or email

- email: newsandveiw@solihullcommunityhousing.org.uk
- call: 0121 717 1515

Technical information about this website's accessibility

Solihull Community Housing is committed to making its website accessible, in accordance with the Public Sector Bodies Accessibility Regulations 2018.

Compliance status

To understand compliance of the website listed above, we need to carry out an accessibility audit. At present we would deem the websites listed above as non-compliant.

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard. The 'non-compliances', 'exemptions' or 'non-compliances and exemptions' will be determined after the audit.

Non-accessible content

The content which is non-accessible will be identified once an Accessibility audit is conducted.

Content that's not within the scope of the accessibility regulations

PDFs and other documents

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs with information on how users can access our services. By December 2020, we plan to either fix these or replace them with accessible HTML pages.

The accessibility regulations [do not require us to fix PDFs or other documents published before 23 September 2018](#) if they're not essential to providing our services.

Any new PDFs or Word documents we publish will meet accessibility standards.

What we're doing to improve accessibility

We plan to conduct an accessibility audit for the online services we provide. We will produce an accessibility roadmap which shows how and when we plan to improve accessibility on this website.

Preparation of this accessibility statement

This statement was prepared on 23rd September 2020.