

# **Feldon Housing Limited Accessibility Statement**

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## **Accessibility Statement for Felton Housing Limited**

Feldon Housing Limited is committed to ensuring that our website is accessible, easy to use and inclusive for all visitors. We want as many people as possible to be able to access the information and services we provide online, including residents, applicants, partners and stakeholders.

We aim to meet the accessibility requirements of the **Web Content Accessibility Guidelines (WCAG) 2.1 AA standard**.

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### **How you can use our website**

We want our website to be usable for as many people as possible. This means you should be able to:

- change colours, contrast levels and fonts
- 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
- access documents in alternative formats on request

We also aim to use plain English wherever possible.

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### **How accessible this website is**

We know that some parts of the website may not yet be fully accessible:

- Some PDF or Word documents may not be fully screen-reader accessible
- Some text or buttons may not have sufficient contrast
- Some images or icons may not yet have alternative text
- Some embedded maps or third-party content may not fully meet accessibility standards

We are working to improve these areas as we develop the website.

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### **What we are doing to improve accessibility**

We are committed to continuous improvement. Over the next 12 months, Feldon Housing will:

- review and update older documents to make them more accessible
  - increase use of alternative text for images and graphics
  - ensure new documents meet accessibility standards before publication
  - carry out periodic accessibility checks on the website
  - provide staff training on creating accessible digital content
  - work with our website developers to improve structure and navigation
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### **Feedback and contact information**

If you find any problems not listed on this page, or you think we are not meeting accessibility requirements, please contact us:

**Email:** [info@feldonhousing.co.uk](mailto:info@feldonhousing.co.uk)

**Phone:** 01608 686626

**Post:** Unit 7, Brailes Industrial Estate, Lower Briales, Banbury, OX15 5JW

We will respond within **10 working days**.

If you need information from this website in a different format—such as accessible PDF, large print, audio, braille or an alternative language—please let us know. We will try to provide it as quickly as possible.

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### **Enforcement procedure**

If you are not happy with our response to your accessibility concern, you can contact the **Equality Advisory and Support Service (EASS)**, who provide advice and support on equality and discrimination issues:

- **Website:** [www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)
- **Phone:** 0808 800 0082

They may refer your complaint to the **Equality and Human Rights Commission (EHRC)**, which is responsible for enforcing the accessibility regulations.

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### **Technical information about this website's accessibility**

Feldon Housing Limited is committed to making its website accessible in accordance with the **Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018**.

This website is **partially compliant** with WCAG 2.1 AA due to a small number of non-compliances and exemptions. We are working to resolve these as part of our ongoing development plan.

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### **Preparation of this accessibility statement**

This statement was prepared in **November 2025**.

We aim to review and update this statement at least **once every 12 months**.

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