

## **Accessibility statement for hol.sdublincoco.ie**

This website is run by South Dublin County Council.

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. However, these are not applied to text embedded within images so we 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.org.uk](https://AbilityNet.org.uk) has advice on making your device easier to use if you have specific technology or information access requirements. Irish users may also find it useful to contact the company / person who provided your assistive technology for advice.

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

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

- There are a number of areas where a screen reader will not fully work, especially when navigating 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:

- Email: [info@sdublincoco.ie](mailto:info@sdublincoco.ie)
- Call: +353 1 414 9000

### **Reporting accessibility problems with this website**

We are always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we are not meeting accessibility requirements, contact us on [info@sdublincoco.ie](mailto:info@sdublincoco.ie).

### **Enforcement procedure**

If you are not satisfied with the response you have received from the above, you may submit a complaint through the South Dublin County Council complaint process. You can find more information on the process [here](#).

If you believe your complaint falls under the Disability Act 2005, you could request for the Council to refer your complaint to our Inquiry Officer.

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

South Dublin County Council 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.

We will be upgrading the hol.sdublincoco.ie website in 2021, once complete the website will be fully compliant with the Web Content Accessibility Guidelines version 2.1 AA standard.

### **Non-accessible content**

The content listed below is non-accessible for the following reasons.

### **Non-compliance with the accessibility regulations**

The content listed below is non-accessible for the following reasons:

- When zooming in on the chrome browser some labels disappear.
- When zooming in on all browsers the text at the bottom of the page extends beyond the standard styling and overlaps.
- When you navigate using the TAB key a number of buttons are not being recognised and communicated by screen readers, which includes back and cancel buttons, login buttons and some general buttons.
- The option to skip to the main Content page cannot be found by screen readers when using the TAB key.
- Viewing a document is not notified by the screen reader.
- The lower level menu options under the action button is not notified by the screen reader.
- Some errors are not being notified by the screen reader.
- The calendar / date picker does not work with the screen reader and cannot be navigated to using shortcuts.
- Password Strength does not have any hint text so the screen reader does not read it correctly.
- Some hyperlinks are not allowing the screen reader to provide a meaningful description.

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

This statement was prepared on Thursday, 10 December 2020. It was last updated on Thursday, 10 December 2020.

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