**Accessibility statement for** [**https://myaccount.karbonhomes.co.uk/karbon.portal/ibsxmlpr.p?docid=home**](https://myaccount.karbonhomes.co.uk/karbon.portal/ibsxmlpr.p?docid=home)

This accessibility statement applies to <https://myaccount.karbonhomes.co.uk/karbon.portal/ibsxmlpr.p?docid=home>

This website is run by Karbon Homes Ltd. 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
* zoom in 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](https://mcmw.abilitynet.org.uk/) has advice on making your device easier to use if you have a disability.

Translations of this site will be provided with the help of the Recite Me toolbar from October 2020.

To use the toolbar, just click ‘Recite Me’ at the top of the homepage and you’ll be able to select your preferred language. The site will automatically be translated into your chosen language. Because Recite Me is a third-party application, we have no control over any inaccuracies arising from this translation.

### Recite Me toolbar

The Recite Me accessibility and language toolbar allows you to customise the Karbon Homes’ website according to your own preferences.

You can change:

* Language – one of 90 options
* Font size and type
* Colour background and contrast
* Magnification
* Text into audio

The toolbar also offers additional accessibility features:

* Ruler
* Dictionary
* Audio file download

To learn more about the Recite Me toolbar, please read this [**user guide**](http://reciteme.com/user-guide).

**How accessible this website is**

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

* the text will not always reflow in a single column when you change the size of the browser window
* you cannot modify the line height or spacing of text
* you cannot skip to the main content when using a screen reader

**Feedback and contact information**

If you need information on this website in a different format:

* email [communications@karbonhomes.co.uk](mailto:communications@karbonhomes.co.uk)
* call our freephone number and ask to be put through to the Communications Team **0808 164 0111**

**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, please email: [communications@karbonhomes.co.uk](mailto:communications@karbonhomes.co.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)](https://www.equalityadvisoryservice.com/).

**Technical information about this website’s accessibility**

Karbon Homes Ltd 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](https://www.w3.org/TR/WCAG21/) AA standard, due to the following the non-compliances listed below.

**Non-accessible content**

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

**Non-compliance with the accessibility regulations**

1. Some images do not have a text alternative, so people using a screen reader cannot access the information. This fails WCAG 2.1 success criterion 1.1.1 (non-text content).

We plan to add text alternatives for all images by December 2020. When we publish new content we’ll make sure our use of images meets accessibility standards.

1. Some of our forms cannot be presented in different ways without losing information and structure. This fails WCAG 2.1 success criterion 1.3.1 (info and relationships).

We plan to fix this issue by December 2020. When we publish new content we’ll make sure any new forms meet accessibility standards.

**Disproportionate burden**

**Navigation and accessing information**

It’s not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content.

It’s not possible for users to change text size without some of the content overlapping.

**Interactive tools and transactions**

Some of our interactive forms are difficult to navigate using a keyboard.

**Content that’s not within the scope of the accessibility regulations**

**Live video**

We do not plan to add captions to live video streams because live video is [exempt from meeting the accessibility regulations](http://www.legislation.gov.uk/uksi/2018/952/regulation/4/made).

**Preparation of this accessibility statement**

This statement was prepared on 21/09/20 by Karbon Homes Ltd.