

Accessibility Statement

Beorma Community Housing

Effective from: 03.08.2026

Review date: 02.08.2027

Our commitment to accessibility

At Beorma Community Housing, we believe everyone should be able to access information, services and support with dignity and independence.

We are committed to making our website and services as accessible and inclusive as reasonably possible, including for people with disabilities, sensory impairments, learning disabilities, neurodivergence or other accessibility requirements.

Our approach reflects our responsibilities under the **Equality Act 2010** and our wider commitment to equality, dignity, inclusion and fair access.

Using our website

We aim to make our website clear, straightforward and easy to use. Where reasonably practicable, we work towards recognised web accessibility good practice, including the Web Content Accessibility Guidelines (WCAG).

We aim to ensure users can:

- navigate the website using a keyboard
- access content using commonly used screen readers and assistive technology
- zoom and resize text without losing essential information
- understand content written in clear, straightforward language
- use the website across different screen sizes and devices
- distinguish headings, links and other important page elements
- access meaningful alternative text for important images where appropriate.

Accessible information and communication

We understand that accessibility extends beyond our website.

Residents, prospective residents, family members and other people interacting with Beorma Community Housing may require information or communication in a different format.

Where reasonably practicable, we can work with individuals to identify appropriate adjustments. Depending on the person's needs, these could include information in:

- larger print
- an accessible digital format
- Easy Read or simplified language
- an alternative communication format
- another reasonable format appropriate to an individual's needs.

If you require assistance understanding information provided by Beorma Community Housing, please speak to a member of our team.

Reasonable adjustments

Under the Equality Act 2010, organisations providing services have responsibilities relating to disabled people and reasonable adjustments.

Beorma Community Housing takes these responsibilities seriously.

We will consider reasonable adjustments to our services, communication and processes where someone would otherwise experience a substantial disadvantage because of a disability.

We encourage residents and people accessing our services to tell us about their individual requirements so that we can work together to find an appropriate solution.

Known limitations

Although we work to maintain an accessible website, some third-party content, older documents, external websites or technologies outside our direct control may not always meet the same accessibility standards.

Where we identify an accessibility issue within our control, we will seek to address it within a reasonable timeframe, taking account of its impact and available solutions.

Reporting an accessibility problem

If you experience difficulty accessing our website, information or services, please tell us. We welcome feedback because it helps us identify barriers and continually improve the experience we provide.

Please report any accessibility issues to us via:

Email: info@beormacommunityhousing.co.uk

Telephone: 0121 274 2536

Please tell us what you were trying to access, the difficulty you experienced and, where relevant, the format or adjustment that would help you.

Our ongoing commitment

Accessibility is not simply a compliance requirement for Beorma Community Housing. It is part of our commitment to treating people fairly, respectfully and as individuals.

We will continue to review the accessibility of our website, communications and services as our organisation develops.

Approved by: Board of Beorma Community Housing

Date: 03.08.2026