



OXFORD STUDENT HOMES · OXFORD STUDENT
HMO SPECIALISTS

ACCESSIBILITY STATEMENT

Built to work for everyone.

How we've tried to make oxfordstudenthomes.co.uk and our documents usable regardless of disability, and what to do if something isn't working for you.

Effective **June 2026** · Version 1.0 · Reviewed annually
oxfordstudenthomes.co.uk · info@oxfordstudenthomes.co.uk



A house is only a good fit if you can find it

Landlords and students come to this site with all kinds of needs — some use a screen reader, some navigate by keyboard only, some are colour blind, some are just reading it on a cracked phone screen in a hurry between lectures. All of that should work.

We're a small business, not a public body, so the Public Sector Bodies Accessibility Regulations 2018 don't technically apply to us — but the spirit of them, and our duty under the Equality Act 2010 to make reasonable adjustments for disabled customers, absolutely does. This statement explains what we've done, what we haven't got to yet, and how to reach us if something isn't working.

BEFORE PUBLISHING — A NOTE FOR THE TEAM

This statement should be reviewed against the live site once the remaining pages (Blog, Properties, Book a Consultation) are built, and the "known limitations" section below updated to match whatever is actually true at launch — don't publish it unchanged from a template.



01 What we've aimed for

We've asked our developer to build the site to meet **WCAG 2.2 Level AA**, the internationally recognised standard for web accessibility. In practice, that means:

- ✓ **Keyboard navigation** — every link, button and form field can be reached and used without a mouse.
- ✓ **Screen reader compatibility** — pages use proper headings, labelled form fields and descriptive link text, not "click here."
- ✓ **Colour contrast** — text against its background meets AA contrast ratios, and nothing relies on colour alone to convey meaning.
- ✓ **Resizable text** — you can zoom to 200% in your browser without content overlapping or getting cut off.
- ✓ **Responsive layout** — the site works on a phone, tablet or desktop, in portrait or landscape.
- ✓ **Alt text on images** — property photos and graphics carry a written description for anyone using a screen reader.
- ✓ **Reduced motion respected** — if your device is set to reduce motion, we don't fight it with animation.



02 Where we're not there yet

We'd rather tell you the truth than claim perfection. As of the effective date above:

- Some of our downloadable documents (fee schedules, guides, tenancy paperwork) are provided as PDFs that may not yet be fully tagged for screen readers. If you need any document in an accessible format, see [§04](#) below — we'll sort it promptly.
- Some property photographs and floor plans supplied by landlords may have limited or generic alt text where we're marketing on their behalf. We're working through these as properties are re-listed.
- Older blog content may not fully meet the same standard as pages built more recently — we prioritise fixes on request over auditing everything at once.

THIS LIST WILL SHRINK, NOT GROW

We review this statement at least once a year and every time we make a significant change to the site. If you spot something not listed here, telling us ([§05](#)) is the fastest way to get it fixed and get it added to this list honestly in the meantime.



03 Using this site with assistive technology

The site is built to work with the assistive technology already on your device — there's nothing to download or configure specially. That includes:

- ✓ Screen readers — VoiceOver (Mac/iOS), NVDA and JAWS (Windows), TalkBack (Android)
- ✓ Keyboard-only navigation (Tab, Shift+Tab, Enter, Space)
- ✓ Speech-recognition software such as Dragon
- ✓ Browser reader/simplified-view modes
- ✓ Browser and OS-level zoom and text-resizing
- ✓ High-contrast and dark-mode OS settings



04 Alternative formats & reasonable adjustments

If any part of our website or documents doesn't work for you, we'll find a way that does. That can include:

- ✓ A document read to you over the phone, or reformatted as plain text or large print
- ✓ Extra time to review paperwork, or a call instead of a written response
- ✓ Communicating through a translator, or a friend, family member or advocate you nominate
- ✓ Any other reasonable adjustment specific to your situation — just ask

You don't need to disclose a diagnosis or explain why — just tell us what would help.



05 Tell us about a problem

If you hit a barrier using this site or any of our documents — a form you can't submit, an image with no alt text, a PDF your screen reader can't read — we want to know, and we'll aim to fix or work around it within **5 working days**.

Email	info@oxfordstudenthomes.co.uk — put "Accessibility" in the subject line
Phone	+44 (0) 7957 410132

If you're not satisfied with our response

This is a service issue, not a complaint about a specific tenancy or instruction — but if you feel it hasn't been handled well, you can raise it as a service complaint under our **Complaints Procedure**, and ultimately with **The Property Ombudsman** (tpos.co.uk), the same route available for any other complaint about our service.





If it doesn't work for you,
tell us — we'll fix it.

Oxford Student Homes · Oxford student HMO specialists
oxfordstudenthomes.co.uk · info@oxfordstudenthomes.co.uk



This statement supersedes any previous accessibility statement issued by Oxford Student Homes. Written with reference to WCAG 2.2 AA and the Equality Act 2010. Member of The Property Ombudsman · Client Money Protection registered. Effective June 2026 · Version 1.0.