# ARPM Accessibility Conformance Report

# WCAG Edition

**VPAT® Version 2.3**

## Name of Product: ARPM (https://www.arpm.com/)

## Product Description: ARPM is a leading property management company focused on service.

## Date: October 1st, 2021

## Contact information: rentals@arpm.com

## Evaluation Methods Used:

## Accessibility testing as per and WCAG 2.1 AA guidelines.

## Testing using screen readers – NVDA and VoiceOver

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| --- | --- |
| Platform | Screen Reader |
| Chrome (Latest Version) | NVDA |
| Safari on iPhone (Latest Version) | VoiceOver |

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

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| --- | --- |
| Standard/Guideline | Included in Report |
| Web Content Accessibility Guidelines 2.1 at *https://www.w3.org/TR/WCAG21/* | Level A (Yes)  Level AA (Yes)  Level AAA (No) |

## Terms

The terms used in the Conformance Level information are defined as follows:

* **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
* **Supports with Exception**: Some functionality of the product does not meet the criterion.
* **Does Not Support**: The majority of product functionality does not meet the criterion.
* **Not Applicable**: The criterion is not relevant to the product.
* **Not Evaluated**: The product has not been evaluated against the criterion.

### **Table 1: Success Criteria, Level A**

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A) | Supports with Exception | Images in the website contain  relevant alternative text.  **Exceptions include:**   * Alternative text is missing for images on pages such as Pugh Centre property, The Edge property, Centre Court property * Audio is missing for Captcha verification on Pugh Centre property page *[This is controlled by a third-party plugin Google Captcha]* * Insufficient alternative text provided on University Gateway property page. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A) | Not Applicable | No audio-only or video-only content present in the website. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A) | Does Not Support | Captions are not provided for multimedia content present in the website.  **Instances include:**   * Captions are missing for video present on Dear Valued Customers page. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A) | Not Applicable | Audio description is not required for multimedia content present in the website. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A) | Supports with Exception | The website has consistent headers and global table structures to establish clear information and relationships within the website. Screen readers properly identify most of the information available in the website. Visually impaired users are easily able to perceive the relationships between a particular element and its role.  **Exceptions include:**   * Table not implemented for date-picker on Photo Upload Form page *[This is controlled by a third-party plugin WP Forms]* * ‘Time’ options read incorrectly by screen reader on Photo Upload Form page *[This is controlled by a third-party plugin WP Forms]* * Unnecessary content announced by screen reader on Home page *[This is controlled by a third-party plugin Popup Builder]* |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A) | Supports | Sequence of content present in the website is meaningful and appropriate and does not affect the meaning of the provided content. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) (Level A) | Supports | No information is present in website which is based on sensory characteristics such as shape, size, location, sound etc. |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A) | Supports | Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A) | Not Applicable | No audio content present on the website that plays automatically for more than 3 seconds. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A) | Supports with Exception | The website supports standard keyboard navigation and input functions (including swiping to move between input fields, and pressing [Double tap] to make selections).  **Exceptions include:**   * Keyboard focus is not moving to page up/down, zoom buttons and social media icons on Student Availability List page *[This is controlled by a third-party plugin PDF Viewer]* * Keyboard focus is not moving to month and year on calendar on Photo Upload Form page *[This is controlled by a third-party plugin Flatpickr Calendar]* * Submenu such as 'Student Apartment & Homes' are not accessible using arrow keys *[This is controlled by a third-party plugin Sperfish Menu]* |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A) | Supports with Exception | Keyboard focus is moving sequentially throughout the website without the focus getting trapped in any section and it is convenient to access the functionality.  **Exceptions include:**   * Focus is stuck on radio buttons when navigating using VoiceOver on Rental Application SCDP page *[This is controlled by a third-party plugin WP Forms]* |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (Level A 2.1 only) | Supports | All shortcut keys are working with the screen reader which are active only on focus, or have a mechanism to turn them off or remap them. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A) | Not Applicable | There is no such activity present in the website where time needs to be adjusted or extended. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A) | Supports | Mechanism provided to stop, pause or hide moving content in website. |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A) | Not Applicable | There is no flashing content present in the website. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A) | Supports | Bypass mechanism for skipping to main content is implemented. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A) | Supports | Descriptive and correct page titles are present for pages throughout the website. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A) | Supports with Exception | Focus moves in a correct sequence order in the website from left to right and top to bottom.  **Exceptions include:**   * Focus does not move to modal window directly on The Towers property page *[This is controlled by a third-party plugin PrettyPhoto]* * Focus does not move directly to image overlay on Pugh Centre property page *[This is controlled by a third-party plugin PrettyPhoto]* * Unnecessary focus moves to the 'Next Image' slides on Pugh Centre property page *[This is controlled by a third-party plugin Flex slider]* |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A) | Supports | All links are provided with appropriate link text and user would be able to understand the purpose of the link from its link text. |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (Level A 2.1 only) | Supports | All functionalities present in the website can be operated with a [single pointer](https://www.w3.org/TR/WCAG21/#dfn-single-pointer) without a path-based gesture, unless a multipoint or path-based gesture is [essential](https://www.w3.org/TR/WCAG21/#dfn-essential). |
| [**2.5.2 Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (Level A 2.1 only) | Supports | No down-event of pointer is used in the website to execute any part of the action. |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (Level A 2.1 only) | Supports | All labels in the website include text and the same text is defined in the code as well to assist speech recognition technologies. |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (Level A 2.1 only) | Not Applicable | No functionality is present on the website that is operable only by device motion. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A) | Supports | The product inherits the language settings configured through the operating system. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A) | Supports | No interactive element is being triggered automatically on receiving the focus. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A) | Supports | Change of context does not happen when the user changes the setting of any input controls. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A) | Supports | Errors present in the website are notified to screen reader user automatically. |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A) | Supports | The website provides support for motor impaired and cognitive users as the labels and instructions are provided for the form fields, which are clearly visible and readable to such users. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A) | Supports | The mark-up of website has complete start and end tags, attributes, and unique IDs. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A) | Supports with Exception | All the website elements have a proper label associated with their role and screen reader is recognizing them correctly with updated values as well.  **Exceptions include:**   * Incorrect role provided to ‘close’ button on Pugh Centre property page *[This is controlled by a third-party plugin PrettyPhoto]* * Role not provided to ''Map view/ satellite view' toggle button on Pugh Centre property page *[This is controlled by a third-party plugin Google Maps]* * Role not provided to ‘Close’ button on Home page *[This is controlled by a third-party plugin Popup Builder]* * State not announced for radio buttons using VoiceOver on Rental Application SCDP page *[This is controlled by a third-party plugin WP Forms]* |

### **Table 2: Success Criteria, Level AA**

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions)  (Level AA) | Not Applicable | No live multimedia content present in the website. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA) | Not Applicable | Audio description is not required for the multimedia content present in the website. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation)  (Level AA 2.1 only) | Supports | Website does not restrict its view and operation to a single display orientation. |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (Level AA 2.1 only) | Supports | Interactive fields in the website are clearly labelled to direct the user to enter the data expected in the fields. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA) | Supports | The website adheres to minimum contrast standards. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA) | Supports | The website is fully responsive. At a zoom of 200%, the site responds to that resolution by adjusting the UI as it would if the user was on a smartphone. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation)  (Level AA) | Supports | No information is conveyed to the user via image of text. |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow)  (Level AA 2.1 only) | Supports | The website does not require scrolling in two dimensions to present content without loss of information in 400% zoom. |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (Level AA 2.1 only) | Supports with Exception | The website user interface components have a contrast ratio of at least 3:1 against adjacent color(s).  **Exceptions include:**   * The color contrast ratio of Slider icon is less than 3:1 on Social Media Survey page. |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing)  (Level AA 2.1 only) | Supports | The website is compliant with WCAG text spacing requirements. |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (Level AA 2.1 only) | Supports with Exception | The content that is triggered by hover or focus is dismissible, hoverable, and persistent  **Exceptions include:**   * Dropdown menu are not dismissible using keyboard on Home page *[This is controlled by a third-party plugin Sperfish menu]* |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc)  (Level AA) | Supports | Proper navigation header is provided to access the different types of website pages. |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA) | Supports | Headings and Labels in the website provide sufficient detail of the content they are describing. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA) | Supports | All the elements present in the website have focus visibility. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id)  (Level AA) | Not Applicable | English is the primary and only language of the website. There are no phrases or sentences written in any other language, which needs to be defined separately. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA) | Supports | Navigational mechanisms are repeated on the website and occur in the same relative order each time they are repeated. Hence, consistent navigation is provided to the user. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA) | Supports | Components which provide the same functionality throughout the website can be easily identified by the user. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions)  (Level AA) | Supports with Exception | The provided error messages are descriptive enough to understand the error and identify the location where they occur.  **Exceptions include:**   * Insufficient error message is provided for each form field on Social Media Survey page *[This is controlled by a third-party plugin WP Forms]* |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA) | Not Applicable | There are no critical forms available where error prevention is required. Error suggestions are enough to  fill out the form and correct the errors. |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(Level AA 2.1 only) | Supports with Exception | The updated content automatically notifies the visually impaired users via screen reader.  **Exceptions include:**   * Slide change notification not announced by screen reader on Pugh Centre property page *[This is controlled by a third-party plugin Flex slider]* * Loading notification not announced on Pugh Centre property page *[This is controlled by a third-party plugin PrettyPhoto]* |