

WEBSITE COMPLIANCE GUIDELINES

Reasonable Accommodation

Some “advocacy groups” are scouring the internet for community association websites that do not provide accessibility to the visually impaired and are sending demands in mass. Many of the demands we reviewed are made without regard to whether the community association is a place of public accommodation or without a prior request for a reasonable accommodation, as is usually required under the FHA. Indeed, many of these demands are entirely without merit and appear designed to intimidate community associations into quick settlements, usually with thousands of dollars paid to the attorneys making the demands.

Reasonable Accommodation Must Include:

Perceivable – Information and user interface components must be presentable to users in ways they can perceive.

Operable – User interface components and navigation must be operable.

Understandable – Information and the operation of user interface must be understandable.

Robust – Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Accessibility involves employing several different components of web development and interaction, including content, user agents, assistive technology, and authorizing and evaluation tools, all working together in order for the website to be accessible to people with a wide range of disabilities, including visual, auditory, physical, speech, cognitive, language, learning, and neurological disabilities.

WEBSITE COMPLIANCE RESOURCES

Guidelines and Case Law

[Fair Housing/Web Lawsuits](#)

[CLICK HERE](#)

[Case Law Overview \(Florida\)](#)

[CLICK HERE](#)

[Fair Housing](#)

FHA as applying to entities who lease, rent, or sell housing to individuals.

[Relationship to ADA/508](#)

If we focus in on the two parts that read, "it is unlawful to discriminate in any aspect of selling or renting housing" and "other covered activities include...advertising", it's easy to see how having an inaccessible website is a problem.

[Nexus to Physical Location](#)

Federal courts with jurisdiction over Florida have held that a place of public accommodation's website must be ADA compliant if the website is a "nexus" to its physical locations.

Compliance Tools and Standards

[Tools to Test Compliance](#)

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[Less Technical List of AA Compliance Standards](#)

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[Mobile Access and Accessibility for Disabilities](#)

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Best Practices and General Info

[About Assistive Tech](#)

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[Search Optimization and Accessibility](#)

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[Social Posts Accessibility](#)

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