



Our Accessible Lettings Guide



We are working closely with the Accessible Lettings Scheme



The Accessible Lettings Scheme is an initiative founded by Guy Harris of [AccessiblePRS](#). They are supporting agents with improving online rental property information.

In England, there are 1.8m households that contain at least one person with a disability, which includes an estimated 1.2m wheelchair users, people living with disabilities and older people who have lost some of their mobility.

Unfortunately, many of these people experience difficulties in finding a suitable rental home, according to recent Abode Impact research¹, 91% of wheelchair users surveyed experienced barriers accessing the private rented sector. (Appendix the actual research page url at the end of the doc).

WE ARE STRIVING FOR OUR PROPERTIES TO MEET "THE 3AM TEST"

- The private rented sector is fast moving and competitive. When clear accessibility information is not shown in a property listing, a disabled renter must contact the letting agent to learn more before booking a viewing. The property, that might have been perfect, may have been let while a disabled renter waits for details from the agent.
- A disabled renter should be able to make an informed decision on whether to view a property based on the information they can find at any time or day or night without the need to contact a letting agent for further details ([so the 3am test was born](#)).

We're improving the information we provide

Our website and marketing material will include key accessibility information for each property to help renters view properties that match their specific requirements.

We are improving information provided about our rental properties and encouraging our landlords to approve adaptations to their properties when requested.

Our website and marketing material now includes key accessibility information for each property thus helping renters search and filter properties to match their requirements. Whilst much of the existing housing stock is not wheelchair accessible, we can improve the information within listings, and make our properties searchable by three relevant accessibility features:

- Step-free access - includes entry into the building, the property and throughout the property (lifts, ramps and level access)
- Lateral living space - properties that have a kitchen, living room, bathroom and at least one bedroom on the entry level
- Wet-rooms

We are also ensuring that floorplans, video tours and photos capturing key accessibility features are available on all relevant properties and will be adding 'access information' and standardised, searchable key phrases to each listing, noting possible barriers.

And, working closely with our landlords we'll discuss any adaptations that might be suitable for their property in the future.

TO LEARN MORE PLEASE VISIT THE NATIONAL RESIDENTIAL LANDLORDS ASSOCIATION WEBSITE TO VIEW THEIR PIECE ON [ADAPTATIONS](#).

