



**Accessibility Report 19/11/2024**

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# Tenancy Bond Form

## Accessibility Test Report

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## Document Information

### Document History

Version	Issue Date	Changes
v0.1		

### Document References

Document	Version
Webtoolkit.govt.nz	
<a href="https://www.w3.org/TR/WCAG21/">https://www.w3.org/TR/WCAG21/</a>	
<a href="http://webaim.org/standards/wcag/checklist">http://webaim.org/standards/wcag/checklist</a>	
<a href="https://www.w3.org/TR/wai-aria-practices-1.2/">https://www.w3.org/TR/wai-aria-practices-1.2/</a>	

### Document Review

Person	Role	Signature	Caveats
Giles Boutel	Manager Digital Information Tools		
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# 1. INTRODUCTION

## 1.1. Context

Effective 01 July 2013, the New Zealand Government Web Accessibility Standard (the Standard) replaces the Technical section of the New Zealand Government Web Standards 2.0.

While the previous NZ Government Web Standards 2.0 combined both accessibility and non-accessibility requirements, the NZ Government Web Accessibility Standard includes only accessibility-specific requirements. Other requirements unrelated to accessibility have been included in the [NZ Government Web Usability Standard](#). Having two separate standards helps to clarify the focus and application of each, and makes it easier to update each one as required.

## 1.2. What's required

The Standard contains one principal requirement, namely that each web page within scope must meet all five of the [Web Content Accessibility Guidelines \(WCAG\) 2.1 conformance requirements](#) (Level A and AA success criteria).

## 1.3. Mandated organisations

Based on a 2003 mandate established by Cabinet (Cabinet Minute (03)41/2B), all [Public Service departments and Non-Public Service departments in the State Services](#) are directed to implement the Standard.

Other State sector organisations are not required to implement the Standard, but are strongly encouraged to do so. By virtue of the legislation (i.e. Human Rights Act 1993, Bill of Rights Act 1990) and New Zealand's ratification of the [United Nations Convention on the Rights of Persons with Disabilities](#) that underlie the requirement for mandated organisations to produce accessible websites, there is a reasonable expectation that the websites of all Government organisations will be accessible to the widest range of New Zealanders, including people with disabilities.

### 1.2.2 Scope

The Standard applies to two classes of web pages that are produced or maintained, in part or in whole, by New Zealand Government organisations to which this Standard applies:

- publicly available web pages that can be accessed by individuals who are not employed by a NZ Government organisation subject to the Standard. This includes web pages that require users to authenticate themselves through some kind of login, e.g. a Government extranet that restricts access to specific non-Government organisations.
- internally facing web pages that have been created, redesigned, or redeveloped since 01 July 2014, and that can be accessed only by individuals who are employed by a NZ Government organisation subject to the Standard. This includes web pages that are part of a Government organisation's intranet.

Including internally facing web pages within the scope of the Standard is intended to help Government organisations build a work environment that is:

- more open to the employment of people with disabilities, and

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- consistent with provisions generally accepted as necessary for the fair and proper treatment of employees, as identified in section 77A of the State Sector Act 1998 .

Note that [the definition of web page](#) used in this Standard includes what are typically referred to as web applications, but also resources such as MS Word and PDF documents.

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## 2. SUMMARY

### 2.1. Project testing phases

The following section documents the Accessibility testing activities that were undertaken and any issues that emerged as a result.

Accessibility testing comprises of

Testing	Description
SortSite and/or aXe report	Automated code test of the site
Contrast and responsive design	Test on foreground/background colour ratios and responsive design
Keyboard	Test to ensure site is keyboard navigable
NVDA	Test with Freeware Screen reader application

The following domains were tested.

<https://uat.tools.tenancy.govt.nz/lodge-your-bond>

### 2.2. Out of Scope Testing items

The following items were deemed "Out of Scope" for testing for this project:

Test Type	Reason
Usability Testing	The <a href="#">usability standards</a> are content issues, handled by another team.
Anything other than the form page	This was the scope of the task

### 2.3. Testing methodology

Testing is done to ensure websites meet WCAG 2.1 specifications to AA level.

<http://www.w3.org/TR/WCAG21/>

To assist in meeting these requirements, the website is tested against the following criteria.

<http://webaim.org/standards/wcag/checklist>

<https://www.w3.org/TR/wai-aria-practices-1.1/>

Testing is also done against a (free, open-source) screen reader, NVDA, so that no user experiences a cost-related barrier to a working screen reading solutions. As of 2021 NVDA has a large market share (60%+).

### 2.4. Contesting Results

Most testing of this nature provides clear-cut results: A web-page is either standards conformant or not. However, in a dynamic format such as a web page, there may be rare mitigating circumstances where one interpretation of the standard is inappropriate. In this event, those receiving the report may like request reconsideration of one or more items, with a written description of their reasoning.

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### 3. TEST RESULTS

**Note for the Developer:**

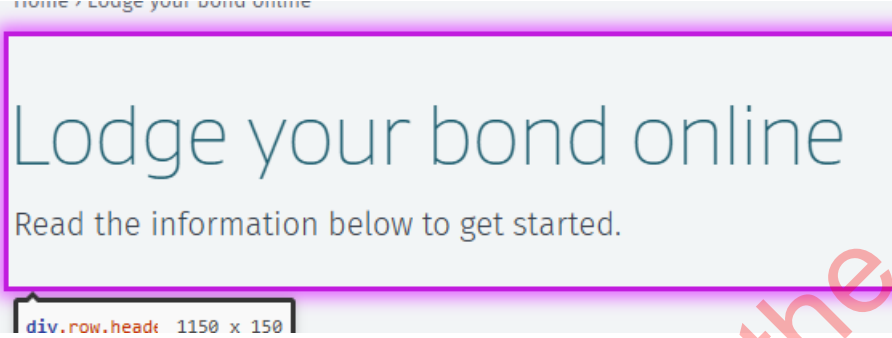
Though most issues show a relevant link they may also be applicable to other pages/forms. Please ensure when fixing issues that they are fixed on all page/forms the issue is applicable to not just the form/page listed in the defect list below.

#### 3.1. SortSite/aXe and general code issues

The following issues have been identified as non-conformant to WCAG2.1 AA <http://www.w3.org/TR/WCAG21>. The issues below are those that have been investigated and deemed to require attention.

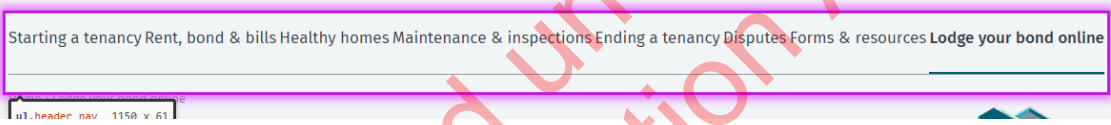
Issue Number	Accessibility 1 ADO- <a href="#">BUG 35282</a>
Issue	Required ARIA attributes must be provided
Link	<a href="https://uat.tools.tenancy.govt.nz/lodge-your-bond">https://uat.tools.tenancy.govt.nz/lodge-your-bond</a>
Impact	<p>ARIA widget roles require additional attributes that describe the state of the widget. The state of the widget is not communicated to screen reader users if a required attribute is omitted.</p> <p>Certain roles act as composite user interface widgets. As such, they typically act as containers that manage other, contained widgets. When an object inherits from multiple ancestors and one ancestor indicates support for one property while another ancestor indicates that the same property is required, the property becomes required on the inheriting object. In some cases, default values are sufficient to meet ARIA attribute requirements.</p> <p>When required state and property attributes for specific roles (and subclass roles) are not present, screen readers may not be able to convey the definition of what the element's role is to the users.</p>
Severity	Critical
Required Correction	<p>Ensure elements with ARIA roles have all required ARIA attributes</p> <p><b>Element Location:</b></p> <p>.header_info</p> <pre>&lt;div class="row header_info" role="heading"&gt;</pre> <p>To solve this problem, you need to fix the following:</p> <p>Required ARIA attribute not present: aria-level</p>

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	<p><b>Comment</b></p> <p>The first rule of ARIA is don't use it unless you need to, use semantic HTML where possible. Since the primary heading already has a H1 this role is not required.</p>
	

Issue Number	Accessibility 2 ADO - <a href="#">BUG 35283</a>
Issue	Certain ARIA roles must contain particular children
Link	<a href="https://uat.tools.tenancy.govt.nz/lodge-your-bond">https://uat.tools.tenancy.govt.nz/lodge-your-bond</a>
Impact	<p>For each role, WAI-ARIA explicitly defines which child and parent roles are allowable and/or required. ARIA roles missing required child roles will not be able to perform the accessibility functions intended by the developer.</p> <p>Assistive technology needs to convey the context to the user. For example, in a treeitem, it is important to know the parent (container), item, or siblings in the folder. This can be done in two way.</p> <p>Code order or DOM: The necessary context is often clear from the code order or DOM.</p> <p>ARIA: ARIA (such as aria-owns) can be used provide the relationships when the hierarchy is not the same as the code structure or DOM tree.</p>
Severity	Critical
Required Correction	<p>Ensure elements with an ARIA role that require child roles contain them</p> <p><b>Element Location:</b></p> <p>.header_nav_list</p> <pre>&lt;ul class="header_nav_list list_semantic" role="menu" aria-label="Main Menu"&gt;</pre> <p>To solve this problem, you need to fix the following:</p>



	<p>Element has children which are not allowed: li</p> <p>Related Nodes</p> <pre>&lt;li class="header_nav_link link"&gt;     &lt;a role="menuitem" href="https://www.tenancy.govt.nz/starting-a-tenancy/"&gt;Starting a tenancy&lt;/a&gt; &lt;/li&gt;</pre> <p>This issue repeats for all menu items</p> <p><b>Comment</b></p> <p>The li needs a role of none. Please see <a href="https://www.w3.org/WAI/ARIA/apg/patterns/menuitem/examples/menuitem-navigation/">https://www.w3.org/WAI/ARIA/apg/patterns/menuitem/examples/menuitem-navigation/</a></p> <p>This issue is causing another 16 issues on the page.</p>
 <p>Starting a tenancy Rent, bond &amp; bills Healthy homes Maintenance &amp; inspections Ending a tenancy Disputes Forms &amp; resources Lodge your bond online</p>	

### 3.2. Contrast issues and responsive design

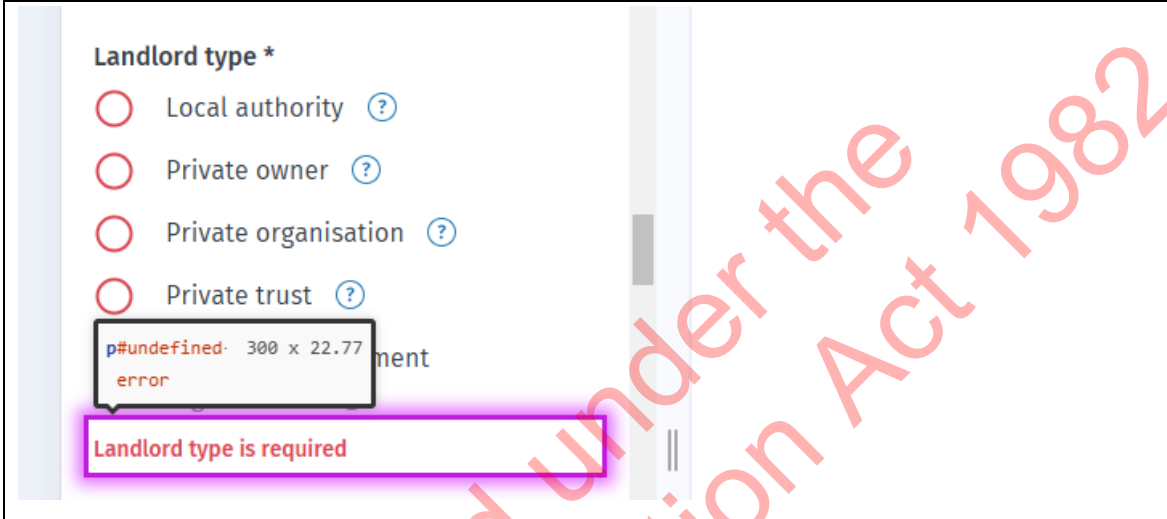
The following Contrast issues have been identified according to the AA specifications in <https://www.w3.org/TR/WCAG21/#distinguishable>

WCAG 2.1 level AA requires a contrast ratio of 4.5:1 for normal text and 3:1 for large text. Large text is defined as 14 point (typically 18.66px) and bold or larger, or 18 point (typically 24px) or larger.

Issue Number	Accessibility 3 <a href="#">BUG 35284</a>
Issue	Red on white doesn't meet contrast ratio standards
Link	<a href="https://uat.tools.tenancy.govt.nz/lodge-your-bond">https://uat.tools.tenancy.govt.nz/lodge-your-bond</a> Applies to all error red text, fields borders etc
Impact	User may not be able to read the text
Severity	Major
Required Correction	The red (DD4855) on white has a contrast ratio of 4.09:1 which fails contrast ratio standards for normal text sizes.  Current text size 13.7px

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	<p>WCAG 2.2 level AA requires a contrast ratio of at least 4.5:1 for normal text and 3:1 for large text. WCAG 2.2 requires a contrast ratio of at least 3:1 for graphics and user interface components (such as form input borders).</p> <p>Large text is defined as 14 point (typically 18.66px) and bold or larger, or 18 point (typically 24px) or larger.</p> <p>Correct in all locations used.</p>
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**3.1. Keyboard Issues**

The following Keyboard navigation issues have been identified according to the AA specifications in <https://www.w3.org/TR/WCAG21/#keyboard-accessible>.

Issue Number	Accessibility 4 ADO - <a href="#">BUG 35285</a>
Issue	Tab focus bounding box missing from elements or difficult to see
Link	<a href="https://uat.tools.tenancy.govt.nz/lodge-your-bond">https://uat.tools.tenancy.govt.nz/lodge-your-bond</a>
Impact	User will lose position on screen.
Severity	Critical
Required Correction	<p>Please see WCAG 2.1 2.4.7 <a href="https://www.w3.org/WAI/WCAG21/Understanding/focus-visible.html">https://www.w3.org/WAI/WCAG21/Understanding/focus-visible.html</a></p> <p>See screenshots in notes below:</p> <p>Please ensure the focus bounding box is compliant for all focusable elements on all pages.</p>

I would suggest a black and white bounding box with spacing to ensure that the criteria are met in all circumstances, this also makes it consistent throughout for the user.



Previously activated radio buttons have no focus indicator

What do you want to do? \*

Lodge a new bond     Top up an existing bond

Who is submitting this form? \*

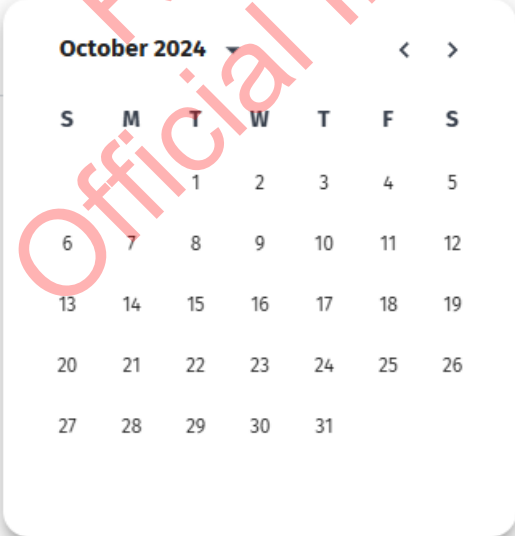
If you select landlord or tenant, we will ask you to confirm the email address at payment. If you are someone else, then you will be asked for contact details so you receive a receipt of payment

Landlord     Tenant     Someone else

Calendar icon has focus indicator. Since the calendar widget isn't very accessible, please also ensure it doesn't appear in the tab order of the page and that a screen reader skips it. Applies to all date's pickers.

Tenancy start date \*

10/11/2024 



The below button focus colour isn't great enough, please apply a bounding box to all elements.

Selected file:

1 AAAMark 18 11 24 v4.pdf 

You can only attach a file that is smaller than 20 MB

### 3.2. NVDA Issues

NVDA has been chosen as the standard for the testing for Screen readers. Using NVDA the following issues have been found.

Issue Number	Accessibility 5 ADO - <a href="#">BUG 35286</a>
Issue	Adding another tenant button adds it above current focus
Link	<a href="https://uat.tools.tenancy.govt.nz/lodge-your-bond">https://uat.tools.tenancy.govt.nz/lodge-your-bond</a>
Impact	User won't know where the new form fields have appeared
Severity	Major
Required Correction	Please ensure that any new field which appears based on the user's selection appears below the current focus.

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**Tenant 2**

Is the tenant an individual or a company? \*

Individual     Company

First name  Middle names

Last name \*

Email address  ? Contact phone

Date of birth  ?

Postal address

Same as tenancy address

**Add another tenant**  
A maximum of 20 tenants can be listed on this form

Issue Number	Accessibility 6 ADO - <a href="#">BUG 35287</a>
Issue	Decorative image needlessly read to user
Link	<a href="https://uat.tools.tenancy.govt.nz/lodge-your-bond">https://uat.tools.tenancy.govt.nz/lodge-your-bond</a>
Impact	User read undescriptive and needless image alt text
Severity	Medium
Required Correction	Please give this image a blank alt tag so screen readers skip it.



```

</div>
<div class="row_header_info" role="heading">
  <div class="col-md-6">
    <div class="col-md-6 no-print">
      <div class="header_image_wrapper">
        <div class="header_image">
           == $0
        </div>
      </div>
    </div>
  </div>
  ::after
</div>
  ::after
</div>
  ::after

```

Issue Number	Accessibility 7 ADO - <a href="#">BUG 35288</a>
Issue	Fields not grouped
Link	<a href="https://uat.tools.tenancy.govt.nz/lodge-your-bond">https://uat.tools.tenancy.govt.nz/lodge-your-bond</a>
Impact	User not read the question or section name
Severity	Critical
Required Correction	Please ensure that all controls are grouped with a fieldset and legend tag.  <a href="https://www.w3.org/WAI/tutorials/forms/grouping/#radio-buttons">https://www.w3.org/WAI/tutorials/forms/grouping/#radio-buttons</a>  <a href="https://www.w3.org/WAI/tutorials/forms/grouping/#related-fields">https://www.w3.org/WAI/tutorials/forms/grouping/#related-fields</a>

Applies to all groups of radio buttons

What do you want to do? \*

Lodge a new bond

Top up an existing bond

Who is submitting this form? \*

If you select landlord or tenant, we will ask you to confirm the email address at payment. If you are someone else, then you will be asked for contact details so you receive a receipt of payment

Landlord

Tenant

Someone else

Does the property meet healthy home standards?

Yes

No

Prefer not to answer

Are there any special tenancy circumstances? ?

Temporary Accommodation ?

Sublet ?

Emergency Housing ?

Income Related Rent ?

Service Tenancy ?

Not Applicable

Landlord and other section headings are not read to the user



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Issue Number	Accessibility 9 ADO - <a href="#">BUG 35290</a>
Issue	Unable to remove uploaded file
Link	<a href="https://uat.tools.tenancy.govt.nz/lodge-your-bond">https://uat.tools.tenancy.govt.nz/lodge-your-bond</a>
Impact	User will not be able to focus on the x remove icon
Severity	Critical
Required Correction	Only the svg is selectable for the deletion of the file but is not focusable using a keyboard.

Selected file:

1 AAAMark 18 11 24 v4.pdf 

You can only attach a file that is smaller than 10MB.

```

AAAMark 18 11 24 v4.pdf</span>
<svg class="MuiSvgIcon-root M
uiChip-deleteIcon" focusable=
"false" viewBox="0 0 24 24"
aria-hidden="true">
<path d="M12 2C6.47 2 2 6.47
2 12s4.47 10 10 10-4.47 1
0-10S17.53 2 12 2zm5 13.59L1
5.59 17 12 13.41 8.41 17 7 1
5.59 10.59 12 7 8.41 8.41 7
12 10.59 15.59 7 17 8.41 13.
41 12 17 15.59z">
</path> == $0
</svg>
</div>

```

Issue Number	Accessibility 10 ADO - <a href="#">BUG 35291</a>
Issue	Issues with field validation
Link	<a href="https://uat.tools.tenancy.govt.nz/lodge-your-bond">https://uat.tools.tenancy.govt.nz/lodge-your-bond</a>
Impact	User may find it hard to find their error



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Severity	Critical
Required Correction	<p>Please ensure form error messages are summarised at the top of the form in an ARIA live region with descriptions of the issues and links to fields in question.</p> <p><a href="https://webaim.org/techniques/formvalidation/">https://webaim.org/techniques/formvalidation/</a></p> <p>Also please ensure that when a field has an inline error message it's read to the user when the field gets focus.</p> <div style="text-align: center;"> <p><b>Amount you are paying today * <span style="color: blue;">?</span></b></p> <div style="border: 1px solid red; padding: 5px; display: inline-block;">\$</div> <p><b>Amount you are paying today is required</b></p> </div> <p>E.g.</p>
<p>Missing links to fields and ARIA live region, also needs to be placed at the top of the form and focus needs to be moved to it.</p> <div style="background-color: #f8d7da; padding: 10px; border: 1px solid #f5c6cb;"> <p><b>The form contains the following errors:</b></p> <ul style="list-style-type: none"> <li><i>Tenancy details / Weekly rent *</i> - Weekly rent is required</li> <li><i>Bond amount / Total bond amount *</i> - Total bond amount is required</li> <li><i>Payment details / Amount you are paying today *</i> - Amount you are paying today is required</li> <li><i>Payment details / Confirm email address *</i> - Confirm email address is required</li> <li><i>Landlord details / Landlord ID *</i> - Landlord ID is required</li> <li><i>Landlord details / Full name(s) or trading name *</i> - Full name(s) or trading name is required</li> <li><i>Landlord details / Email address *</i> - Email address is required</li> <li><i>Tenancy address / Dwelling type *</i> - Dwelling type is required</li> <li><i>Tenancy address / Tenancy address *</i> - Tenancy address is required</li> <li><i>Tenant details / Last name *</i> - Last Name is required</li> </ul> </div>	

Issue Number	Accessibility 11 ADO - <a href="#">BUG 35292</a>
Issue	Footer logos not fully read to user
Link	<a href="https://uat.tools.tenancy.govt.nz/lodge-your-bond">https://uat.tools.tenancy.govt.nz/lodge-your-bond</a>
Impact	User not read Māori part of logo
Severity	Medium
Required Correction	Ensure the lang tag of mi is applied to the part of the logo in the Māori language.

See below example screenshot taken from a different website.  
Applies to both logos.

NZ government logo is setup as below

```
<a href="https://www.govt.nz/"  
title="newzealand.govt.nz - connect  
ing you to New Zealand central  
and local government services."  
class="c-mbie-footer_logo-list_  
link" id="logo_govt_nz">  
  <span class="h-visuallyhidden">  
    <span lang="mi">Te  
      Kāwanatanga o Aotearoa</span>  
    " / "  
  </span>  
  <img src="/resources/app/clien
```

Applies to both MBIE and NZ government logo



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