



HOUSING SERVICE

Housing Tenancy Consultation
Information Pack

July 2026

Introduction

Thank you for taking the time to read this Consultation Information Pack.

You have received this pack because our records show that you are a Council tenant who may be affected by a proposal to remove the Homeline clause from your tenancy agreement.

At its meeting on 1 July 2026, the Council's Cabinet agreed, in principle, to a proposal to remove the Homeline clause from Council tenancy agreements and introduce an opt-in model for the Homeline service. Cabinet also agreed, in principle, proposed changes to the way the Homeline service is subsidised for Council tenants. Full details of the Cabinet's decision can be found here (see item 10):

www.swindon.gov.uk/tenantconsultation

Before any final decision can be made, the Council must carry out a statutory consultation on the removal of the Homeline clause with affected tenants. **No final decision has been made**, and the purpose of this consultation is to give you the opportunity to understand the proposal, consider how it could affect you, and tell us what you think before any decision is taken.

After the consultation has closed, all responses will be carefully considered before any final decision is made on whether to proceed with the proposal.

This Information Pack explains the proposal, why the Council is considering this change, what it could mean for you, and future charging arrangements should the proposal go ahead. It should be read alongside the letter sent to you, which explains your tenant category and how the proposal would affect you based on your individual circumstances.

Once you have read this Information Pack, please complete the consultation questionnaire, which can be accessed by visiting: **www.swindon.gov.uk/tenantconsultation**

Your views are important and will help inform the Council's final decision.

About Homeline

Homeline is a 24-hour emergency alarm service that helps people remain safe and independent in their own homes.

If someone feels unwell, has a fall, or needs urgent assistance, they can press their Homeline alarm to speak to trained staff at any time of the day or night.

Depending on the circumstances, Homeline staff can:

- provide reassurance over the telephone;
- contact a family member, friend or carer;
- arrange an appropriate response; or
- contact the emergency services if urgent assistance is required.

The Homeline service currently supports around 3,500 people across Swindon, including Council tenants, private customers and people who receive Homeline as part of an Adult Social Care support package.

Some Council tenants have a Homeline system installed because it forms part of their tenancy agreement. Where this applies, the tenancy agreement includes a Homeline clause that explains the tenant's responsibilities in relation to the service.

This consultation is about the proposed removal of that clause from Council tenancy agreements.



Why is the Council proposing this change?

The Council is proposing to remove the Homeline clause from Council tenancy agreements.

The Council believes this proposal would give tenants greater choice about whether they receive and pay for the Homeline service, while making tenancy agreements simpler and easier to understand.

If the proposal is approved following this consultation, Homeline would no longer form part of a Council tenancy agreement. Some tenants who currently receive the service and wished to continue doing so would be able to choose whether to enter into a separate agreement (a contract) with the Council for the service. However, recipients of this Information Pack receive the Homeline service via Adult Social Care. This is explained in the letter you have received. You will not need to take any action to continue receiving the service if the Homeline clause is removed from tenancy agreements.

If the proposal is approved, the Council will write to affected tenants again before any changes take effect. This will explain the outcome of the consultation, any changes to your tenancy agreement, and what you would need to do if you wished to continue receiving the Homeline service.

The Council has not yet made a final decision. All responses received during the consultation will be carefully considered before any final decision is made.

What does my tenancy agreement currently say?

Your tenancy agreement includes the Homeline clause, it currently states:

"If your home has a 'Homeline' system installed this forms an integral part of your tenancy. You must pay the charges incurred for this provision even if you decide not to use the system and this must not be removed, or otherwise interfered with."

How could this affect me?

The letter sent to you explains that, as you currently receive the service via Adult Social Care, there would be no change to the service you receive or any charge you pay if the Homeline clause was removed from tenancy agreements.

Please remember that these are the Council's proposals. No final decision has been made.

Frequently Asked Questions

Has the Council already made a decision?

No. The Council's Cabinet has agreed to consult tenants before making any final decision. All responses received during the consultation will be carefully considered before the Council decides whether to proceed.

Is this consultation about the future of the Homeline service?

No. This consultation is about the proposed removal of the Homeline clause from Council tenancy agreements. The Council's Cabinet has already agreed in principle that the Homeline service should be provided by an external provider in the future, subject to the required procurement process.

Will I automatically lose my Homeline service?

No. If the proposal is approved, tenants who wish to continue receiving the Homeline service would be able to enter into a separate agreement. Before any changes are made, we will provide further information about the new arrangements, including how to continue receiving the service, the timescales involved and any action you may need to take.

Will my service charge change?

The letter sent to you explains that, as you currently receive the service via Adult Social Care, there would be no change to the service you receive or any charge you pay if the Homeline clause was removed from tenancy agreements.

Do I have to take part in the consultation?

No. Taking part is voluntary. However, the Council encourages everyone who may be affected by the proposal to share their views to inform the decision.

What happens after the consultation closes?

The Council will review all consultation responses before making a final decision. If the proposal is approved, affected tenants will be contacted again with further information about any changes and what they need to do next.

What happens next?

The consultation will be open from 10 August 2026 to 10 September 2026.

Once the consultation has closed, the Council will review all responses received. Every response will be considered before any final decision is made. If the Council decides to proceed with the proposal, affected tenants will be contacted again before any changes take effect.

This will include the appropriate notices in accordance with the Housing Act 1985 and your tenancy agreement. You will be given information about any changes to your tenancy agreement, any changes to your service charge, and what you would need to do if you wish to continue receiving the Homeline service.

How to have your say

The Council would like to hear your views on the proposed removal of the Homeline clause from Council tenancy agreements. Before completing the questionnaire, please read this Information Pack together with the letter sent to you.

You can respond in one of the following ways:

Complete the questionnaire online at www.swindon.gov.uk/tenantconsultation

Complete and return a paper questionnaire using a Freepost envelope which can be provided

The consultation closes on **10 September 2026**. Responses received after this date may not be included in the Council's consideration of the proposal.

You do not have to provide your name or contact details when completing the questionnaire. However, if you choose to provide them, we may contact you if we need to clarify your response or to keep you informed about the outcome of the consultation.

Alternative formats and support

We want everyone who wishes to take part in this consultation to be able to do so.

If you need a paper copy of this Information Pack or the consultation questionnaire, or if you would like either document in another format, such as:

- large print;
- Braille;
- audio;
- Easy Read;
- another language; or
- any other accessible format,

please contact, **TenancyConsultation@swindon.gov.uk**

If you have a visual impairment, a disability, or any other accessibility need and require support to take part in the consultation, please contact us. We will do our best to provide the support you need.

Thank you

Thank you for taking the time to read this Information Pack and take part in the consultation. Your views are important. Every response received during the consultation period will be carefully considered before the Council makes any final decision on the proposal. We appreciate you taking the time to share your views.