

# FAQs - The Annual Canvass

## **What is the annual canvass?**

The annual electoral canvass is the opportunity for the local authority to ensure the electoral register is as accurate and complete as possible. This means that a Household Enquiry Form (HEF) must be sent to every household in the Vale. There is no discretion about this and the HEF form must be sent by law.

## **Why do I still get an annual canvass form? I completed this form last year.**

You will receive a form called a Household Enquiry Form (HEF) every year even if you are already registered. The purpose of the form is to confirm who lives at your address. This means we can invite other residents including any 16 and 17 year-olds to vote.

## **Why do you still need to send a canvass form / Household Enquiry Form (HEF) each year?**

In order to know who is eligible to register to vote, including any 16 or 17 year-olds, we need to know who lives at your address. The Household Enquiry Form is designed to collect this information. The information provided on the form will allow us to send a separate individual registration form to anyone in the household who is eligible and not already registered.

## **What will happen after I complete the HEF?**

The information provided on the form will allow us to check the details we hold are accurate. If there are new people in the household, we can then send a separate individual registration form to all the people who are eligible and need to register.

## **How do I complete the information requested on the HEF?**

Completing the form only takes a few minutes. You need to include the name and nationality of everyone aged 16 or over who is resident and eligible to register to vote. If there are no eligible residents, there is a space on page 3 of the HEF to state why this is the case. If anyone listed on the HEF is not living at your address, their name(s) should be clearly crossed through.

There are four ways to respond to a HEF;

- Online at; [www.householdresponse.com/aylesburyvale](http://www.householdresponse.com/aylesburyvale) You will need to input your security codes
- Complete and return the form – there is a prepaid return envelope included.

If nothing has changed you can also respond by;

- By phoning 0800197 9871 and entering your security codes
- By texting NO CHANGE followed by your security codes to 80212

### **Where do I get my security codes?**

Your security codes are printed on page 1 and repeated on page 2 of your HEF. You will need to enter part 1 and part 2 of your security code when prompted.

### **There are people listed on the HEF that don't live here or have died, what do I do?**

If anyone listed on the HEF is not living at your address or has passed away, their name(s) should be clearly crossed through. Alternatively, you can provide this information online at [www.householdresponse.com/aylesburyvale](http://www.householdresponse.com/aylesburyvale)

### **Do I put down everyone who lives here?**

You need to include the name and nationality of everyone aged 16 or over who is resident and eligible to register to vote. If there are no eligible residents, you should state why this is the case (there is a space on page 3 of the HEF to do this).

### **I am moving soon – what should I do?**

It depends on when you are moving. If you are moving imminently, cross your name(s) through on the HEF and leave it in a prominent place for the new occupiers to complete. If you don't want to do this, cross your name(s) through on the HEF and send it back in the pre-paid envelope with a note to say you are moving out and your forwarding address.

If you **may** be moving in the next few months, you can wait to reply until things are more certain. We are obliged to follow up on non-responses, so we will send a reminder if we don't hear anything by the end of August. If we still haven't heard anything by mid - October an officer will call at the address.

As a general rule, if after mid-October, you are not absolutely sure you will have moved by 1 December, you should complete the HEF and send it back as your circumstances as they are now.

### **What if I can't fill in the HEF and I have no internet or phone etc?**

By law, you need to provide the information requested on the HEF. If you are unable to respond using one of the options set out, or you need assistance, you can call 01296 585701.

There is a criminal penalty for failing to provide the information required by the HEF to the Electoral Registration Officer of a maximum of £1,000. The penalty for providing false information to an Electoral Registration Officer is imprisonment of up to six months or, on summary conviction, an unlimited fine.

### **I received a HEF but the information needs changing. How can I update it?**

If anyone listed on the HEF is not living at your address, their name can be crossed out. The name and nationality of everyone aged over 16 who are resident and eligible to register to vote should be added if they are missing.

If your nationality has changed, or you are now 76 or over, correct and return the form and we will make the change or contact you if we require further information. The form will have instructions on how to change your open register choice.

You can update all of the above information online at [www.householdresponse.com/aylesburyvale](http://www.householdresponse.com/aylesburyvale)

**Do I need to include my email address and phone number on the HEF?**

You are invited to include your email address and phone number on the HEF but you do not have to. We will use this information only in connection with your registration and it helps us to contact you if there is a problem.

**I have already applied to register individually; do I need to return the HEF I've received too?**

Yes. The HEF is not a registration form but instead provides us with information on who lives in your household. This means we can invite other residents, including any 16 or 17 year-olds, to register to vote if we need to.

**I have already returned a HEF; do I need to return the registration form I've received too?**

You should complete and return the registration form or register online at [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote). The HEF is not a registration form, but instead provides us with information on who lives in your household. This means we can invite other residents, including any 16 or 17 year-olds, to register to vote if we need to.