

Canvass Frequently Asked Questions: FAQs

I am already registered; will I still get a canvass form

Yes, all households 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 – it is not an actual registration form. Once we know who is living at each address, we can invite those residents who are not yet registered (including any 16 and 17 year-olds), the opportunity to register 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 HEF is designed purely to collect this information – it cannot be used as an actual registration form. The information provided on the HEF will then enable us to send a separate individual registration form to all the people in your household who are eligible and need to register.

What will happen after I complete the HEF

After a HEF has been submitted to us in either paper format or online, the information provided is used to check that we have your correct details on the register to ensure you can vote. It will also enable us to send a separate individual registration form to all the people in your household who are eligible and need to register. It is then down to each individual to make their own application to register. They can make this application quickly and securely at www.gov.uk/register tovot e

How do I complete the information requested on the HEF

Completing the HEF 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, you should 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 or you can complete a HEF online at www.householdresponse.com/southwark, using the security codes provided on your paper form.

There are people listed on the HEF that don't live here, what do I do

If anyone listed on the HEF is not living at your address, their name(s) should be clearly crossed through or you can provide this information online using the security codes provided on your paper form. You can also inform us of this by emailing the details to Canvass@southwark.gov.uk

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 give the reason why by e-mailing us at Canvass@southwark.gov.uk

Do I have to fill in the HEF

By law, you need to provide the information requested on the HEF. 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, upon 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(s) can be crossed out or you can e-mail this information to us at Canvass@southwark.gov.uk. 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, you can also e-mail us to get this amended.

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; do I need to respond to 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 now 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. It is quicker and easier to do it online as it only takes a few minutes. The HEF is not a registration form, but instead provides us with information on who lives in your household. Once we know who lives at that address, we can then invite any other residents living at your address, including any 16 or 17 year-olds, to register to vote, if we need to.

How do I know if I am eligible to register

Please click on the link <http://www.electoralcommission.org.uk/faq/voting-and-registration/who-can-register-to-vote>.

I don't believe I am eligible to vote, do I need to take any action

A list of eligible nationalities is available at the electoral commission web site <http://www.electoralcommission.org.uk/faq/voting-and-registration/who-can-register-to-vote>, if you do not qualify; you still need to inform Electoral Services this information, otherwise we will continue to request this information from you.

I have changed my name, what should I do

In order to change your name on the electoral register, you will need to provide evidence of your name change, for example a marriage certificate or deed poll. Please email a copy of your evidence, alongside details of your address and how you would like your name to appear to Canvass@southwark.gov.uk.

I am about to move, what should I do

As soon as you move, apply to register at your new address by visiting www.gov.uk/register-to-vote. When completing your application you must ensure you provide your old address when prompted so that your name is not on the register in two places.

I have received an invitation to register paper form (ITR); do I need to complete this form

You can go online at www.gov.uk/register-to-vote to complete the form. The quickest way to register is by going online, alternatively you can complete the form and return it to us.