HOUSEHOLD ENQUIRY FORMS - RESPONSES / NON RESPONSES

HEF non-response

Unoccupied?
Import Void properties list
If property is on this list all further HEFs will be suppressed and no further correspondence is sent to the property

Occupied?
1 HEF reminder will be sent within 28 calendar days of original HEF and at least 2 personal visits from a canvasser

Response? - Continue with HEF addition/HEF crossout processes described below

Still no response? - levying £1000 fine will be considered

Household Enquiry Forms - Additions / Removals/ Changes

HEF Addition

Send ITR within 28 days of receipt

No response? 1 reminder and 2 personal visits will be made

Still no response? Option to send Requirement to register notice

APPLICATION MADE FOLLOWING ITR

Successfully registered? Confirmation of a successful application made in response to an ITR sent

APPLICATION MADE PRIOR TO SENDING ITR

E.g. - we will be sending encouragement to register online emails to those who provide their email address on a HEF

Send acknowledgement of application not made in response to an ITR

Once added to the register a written confirmation that they have been added to the register is sent

Send a Review letter

If no response after 14 days the elector is deleted

Name change form sent

Name change form returned with marriage certificate/deed poll

Name on register updated and letter sent to confirm this

HEF Name Change

Name change form sent

No response

x2 reminders sent and name change rejection notice sent if still unreturned

HEF Name Crossed Out

Send a Review letter

If no response after 14 days the elector is deleted

Automatic deletion without a review if:

a) IER digital service / ERO notification that an elector has moved and has been added to the register elsewhere

b) Information received from two different sources

c) Death certificate or notification by registrar of births and deaths

Household Enquiry Forms - Additions / Removals/ Changes

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