

# I have received a Household Enquiry Form (HEF)...

## Household Enquiry Form FAQs

### **I have received a HEF; do I need to complete it?**

Yes it is a legal requirement that every household responds, households who do not respond can be fined up to £1,000.

If you have received a HEF you must confirm or amend the details on the form.

To confirm the details are correct you can go [online](#), call the automated telephone service 0800 197 9871, or by returning the completed form via post.

To amend any details or to add new residents you must either go [online](#) or return the form by post.

### **Who in the household is responsible for replying?**

Only one person in the house has to reply - they can do so on behalf of everyone living there. The form is addressed to "The resident" and so everyone living at the property is jointly responsible for returning the form.

### **I have previously completed a HEF, why have I received a new form?**

Each year all homes within the Borough will be sent a Household Enquiry Form (HEF). We have a responsibility in maintaining an accurate electoral register and the HEF is an important part of this.

To achieve this we need to know who is eligible to register to vote within a household. The HEF provides us with the information that we need to contact anyone who is eligible to register to vote and provide them with further information to individually register.

The HEF only gathers information and is not a form that can individually register a resident.

Individual registration requires further action. Please see our [Individual Registration FAQ](#).

### **Who needs to be included on the form?**

You need to include the name and nationality of anyone who lives at the address over the age of 16.

If there are no residents at the property please give the reason why, for example empty due to building works

### **Where can I find the security code part 1 and part 2?**

Part 1 and 2 of your security code can be found on the front page of your Household Enquiry Form (HEF).

Part 1 is a six digit number and part 2 is a eight digit number.

## **I have lost my HEF, how do I get a new copy?**

If you no longer have your HEF you will need to request a new copy by contacting us at [elections@tunbridgewells.gov.uk](mailto:elections@tunbridgewells.gov.uk) or on 01892 554024.

## **I have confirmed changes on my HEF, what happens next?**

If you have told us about changes on your HEF our Elections team will undertake the following action(s):

- Remove anyone who no longer lives at the property from the electoral register
- Send an Invitation to Register in the post to anyone who has been added to the form, people added to the form can also [register to vote online](#)

Please note: adding a new resident to the HEF **will not** automatically register them to be able to vote in elections. **The HEF is not a registration form.** Anyone added to the details pre-printed on the form will also need to register individually [online](#).

## **I have received a HEF naming previous occupants, what should I do?**

If you have received a HEF and the previous residents are named or the names on the form are incorrect you can go [online](#) to make amendments or amend the form and post the completed form back to us.

To amend the form and return it please cross through the names of the people no longer resident at the property and then fill in the required information for all new residents at the property who are 16 and over.

Full instructions are on page 2 of the HEF. Please use the return envelope to send the amended form back to us.

If the form you have received has no pre printed names and is blank please go [online](#) and confirm who lives at the address or add yourself and any other occupants aged 16 or over to the paper form, please return this with the enclosed pre paid envelope.

## **Why is there a box asking if I'm over 76?**

The Jury Summoning Service use this information from the electoral register to determine who is eligible for jury service. Those over the age of 76 are not eligible for jury service. The Jury Summoning Service is entitled to this information under the Juries Act 1974.

## **Do new residents added to a HEF need to take any further action?**

Yes.

New residents will need to register individually and you can do this online here [register to vote](#). The HEF **is not** a means of registering on the electoral roll.

If residents added to a HEF do not register online, we will send out an Invitation to Register (ITR) form through the post.

## **I have completed a HEF and returned it and I have now received an Invitation to Register form, do I need to complete this?**

Yes.

The Household Enquiry Form **is not** a registration form. Anyone added to the HEF will also need to register individually [online](#).

For further information please read our Individual Electoral Registration FAQ.

Registering to vote means you have a right to vote in elections and can also improve your credit rating.

## **What happens if I do not complete a HEF?**

If the initial HEF is not returned by the 8 August you will receive two reminders. If we still do not hear back from you, you will receive a visit from one of our canvassers who will complete the form with you.

There is a criminal penalty of a fine up to a maximum of £1,000 for failing to provide the information required by the HEF.

The penalty for providing false information is up to six months imprisonment, an unlimited fine in England and Wales or a fine of up to £5,000 in Scotland.

The final deadline for returning your HEF form is Friday 16 November.

## **Do I have to supply my contact number and email address?**

You are not required to supply your contact details but it will help us to contact you should there be any issues with your form.

Any contact details can only be used for the registration process and will not be shared.

## **I have received an Invitation to Register (ITR)...**

### **Invitation to Register FAQs**

## **I have received an ITR, what do I need to do?**

You will need to complete the Invitation to Register to join the electoral register the easiest way to do this is through the central government website at [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote).

[Register to vote](#)

Alternatively you can complete and return the paper form.

## **Why have I received an ITR form?**

We will send out an Invitation to Register form where we have been told about someone living within the Borough who is eligible to vote but is not currently on the electoral register.

## **I have received an ITR despite having recently completed a Household Enquiry Form, why?**

The Household Enquiry Form is not a means of registration and we are required to send a follow-up with an Invitation to Register, if you are not already registered so that you can vote in future elections.

Everyone must be individually registered and the easy way to do so is on the central government website [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote).

[Register to vote](#)

Alternatively you can complete and return the paper form.

## **I don't know my national insurance number, is there an alternative piece of information I can supply?**

No. You must use your national insurance number to complete the registration process.

Your national insurance number will usually appear on official documents from the Department of Work and Pensions, HM Revenues and Customs or on payslips.

If you do not know your national insurance number you can use the [online government enquiry service](#) or call 0300 200 3502

## **Can I complete my Invitation to Register (ITR) online?**

Yes, [registering online](#) is the easiest way to respond to an ITR and you do not need to complete and return the paper form when you register on the central government website [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote).

## **I have completed my registration online, do I still need to return the ITR?**

No, you do not need to complete and return your ITR if you have registered [online](#)

If you have received a [Household Enquiry Form \(HEF\)](#) you will need to respond to this, either online or by post.

## **I have recently registered online and have still received an Invitation to Register (ITR), why?**

If you have completed an application to register to vote [online](#) you will not need to complete and return the paper ITR. It may have been produced prior to us receiving your online application.

## **Can I register either online or complete the paper application for another person?**

You can help someone to complete the form however the declaration section must be completed by the person applying to join the register.

## **I am having problems completing my application online; who can I contact for help?**

If you are having problems completing your application online you can contact our Elections team who will be able to assist you.

Alternatively staff at the Tunbridge Wells [Gateway](#) or the [Weald Information centre](#) will be able to help you complete your application

We can also send out a paper ITR which can be completed and returned in the post.

## **I have completed and returned my ITR, how will I know if it has been successful?**

We will contact you to confirm your application has been successful.

If we require further information to complete your registration we will also contact you, sometimes we are required to request further information to confirm your identity.

## **Can I add another person to my paper ITR?**

No, everyone must be individually registered and the easy way to do so is [online](#).

[Register to vote](#)

## **I am not sure if I am eligible to register to vote.**

You can register to vote if you are:

- 16 or over (but you cannot vote until you are 18)
- a UK, Republic of Ireland or qualifying Commonwealth citizen
- a citizen of a European Union country living in the UK
- a citizen of the Channel Islands, the Isle of Man or a British Overseas Territory living in the UK

Students are entitled to register at both their home address and their university address, but can only vote once in an election.