

## What is the Annual Electoral Canvass?

Every year, the Council is required by law to conduct a canvass of electors to maintain an accurate and up-to-date electoral register.

The new electoral register will be published on the 2<sup>nd</sup> December 2024.

## What is Data Matching?

At the beginning of the Canvass, the electoral register is sent securely to the Department of Working Pensions (DWP) for data matching. Electors' names and address are matched against National Insurance details and other records held by the DWP. Data matching may also be supported by local data matching (e.g. Council Tax data).

This data matching process will determine one of three possible routes which properties will go down in a chase-cycle for information. These cycles will involve various communication methods, including digital, postal forms and in-person canvasser visits.

## How does this affect me?

The data matching stage will assign your property a route number, which will determine how we communicate with you to update our records. The three routes are as follows:

- **Route 1** – all individuals within a property have been matched with either national or local data
- **Route 2** – only some/none of the individuals within a property have been matched with either national or local data
- **Route 3** – residential/nursing homes and student accommodation

Each route will involve its own processes and communication methods, and this is determined by the information we hold for each property.

Not all properties will receive the same communication.

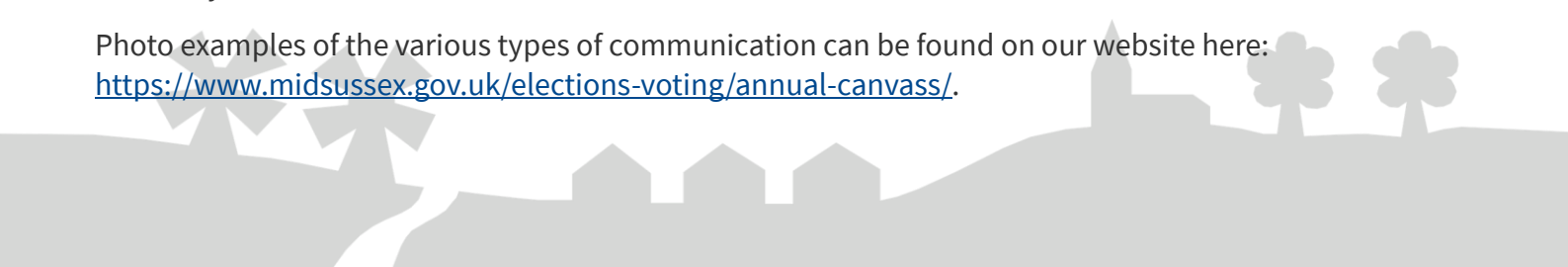
## What type of communications will I receive?

The type of communication you will receive is dependent on the route your property has been assigned to and what information we hold for the property. You may be contacted by one or more of the following ways:

- By telephone (text or by call)
- By e-mail
- By post (CCA, CCB, CCB-E or Canvass Form)
- By a visit from an electoral canvasser

Photo examples of the various types of communication can be found on our website here:

<https://www.midsussex.gov.uk/elections-voting/annual-canvass/>.



## How do I know if the text message I received is legitimate?

Text messages will be sent from the domain of 'MSDC'.

Photo examples of how this text will look can be found on our website here:

<https://www.midsussex.gov.uk/elections-voting/annual-canvass/>.

## How do I know if the e-mail received is legitimate?

E-mails will be sent from the following domain: [mid.sussex.district.council@notifications.service.gov.uk](mailto:mid.sussex.district.council@notifications.service.gov.uk).

Photo examples of how e-mails will look can be found on our website here:

<https://www.midsussex.gov.uk/elections-voting/annual-canvass/>.

## How do I know which form I've received?

You can tell which form you have received by looking at the letters in the top left-hand corner of the letter. This will either contain:

- CCA
- CCB
- CCB-E
- CF
- CF-E

## Why do I need to respond?

It is a legal requirement to respond to the Canvass, even if you have updated your details recently.

## How do I respond?

The ways in which you can respond to Canvass communication depends on the type of communication you receive. A breakdown of the types of communication and how to respond is set out in the table below.

Further information can also be found on our website here: <https://www.midsussex.gov.uk/elections-voting/annual-canvass-communications/>.

Type of Communication Received	How do I respond?
<b>E-mail</b>	<p><b>Online –</b></p> <ul style="list-style-type: none"> <li>- Visit the website: <a href="http://www.householdresponse.com/midsussex">www.householdresponse.com/midsussex</a></li> <li>- Enter the unique security codes provided in your e-mail</li> <li>- Update your household information as required, tick the declaration box and then click ‘confirm and sign out’</li> </ul> <p><b>E-mail –</b> <a href="mailto:elections@midsussex.gov.uk">elections@midsussex.gov.uk</a></p> <p><b>Telephone –</b> Call 01444 477 003</p>
<b>Text</b>	<p><b>Online –</b></p> <ul style="list-style-type: none"> <li>- Visit the website: <a href="http://www.householdresponse.com/midsussex">www.householdresponse.com/midsussex</a></li> <li>- Enter the unique security codes provided in your text message</li> <li>- Update your household information as required, tick the declaration box and then click ‘confirm and sign out’</li> </ul> <p><b>E- mail –</b> <a href="mailto:elections@midsussex.gov.uk">elections@midsussex.gov.uk</a></p> <p><b>Telephone –</b> Call 01444 477 003</p> <p><b>PLEASE NOTE YOU CANNOT RESPOND VIA TEXT</b></p>
<b>Telephone</b>	Please follow the instructions provided over the telephone.

<p><b>CCA Form</b></p>	<p><b><u>You only need to respond if there are changes</u></b></p> <p><b>Online –</b></p> <ul style="list-style-type: none"> <li>- Visit the website: <a href="http://www.householdresponse.com/midsussex">www.householdresponse.com/midsussex</a></li> <li>- Enter the unique security codes provided on the form</li> <li>- Update your household information as required, tick the declaration box and then click ‘confirm and sign out’</li> </ul> <p><b>E- mail –</b> <a href="mailto:elections@midsussex.gov.uk">elections@midsussex.gov.uk</a></p> <p><b>Telephone –</b> Call 01444 477 003</p>
<p><b>CCB Form OR CCB-E Form for Empty Properties</b></p>	<p><b>FOR CHANGES (CCB &amp; CCB-E) -</b></p> <p><b>Online –</b></p> <ul style="list-style-type: none"> <li>- Visit the website: <a href="http://www.householdresponse.com/midsussex">www.householdresponse.com/midsussex</a></li> <li>- Enter the unique security codes provided on the form</li> <li>- Update your household information as required, tick the declaration box and then click ‘confirm and sign out’</li> </ul> <p><b>E-mail –</b> <a href="mailto:elections@midsussex.gov.uk">elections@midsussex.gov.uk</a></p> <p><b>Telephone –</b>Call 01444 477 003</p> <p><b>FOR NO CHANGES (CCB only) –</b></p> <p><b>Online –</b> Using the same process as above</p> <p><b>Telephone –</b> Call 0800 8840701 and enter your unique security codes when prompted, or call 01444 477 003</p> <p><b>Text –</b> Text NOCHANGE followed by your unique security codes to 80212</p> <p><b>E-mail –</b> <a href="mailto:elections@midsussex.gov.uk">elections@midsussex.gov.uk</a></p>

**Canvass Form (CF) OR Canvass Form for Empty Properties (CF-E)**

**FOR CHANGES –**

**Online –**

- Visit the website:  
[www.householdresponse.com/midsussex](http://www.householdresponse.com/midsussex)
- Enter the unique security codes provided on the form
- Update your household information as required, tick the declaration box and then click ‘confirm and sign out’

**E-mail –** [elections@midsussex.gov.uk](mailto:elections@midsussex.gov.uk)

**Telephone –** Call 01444 477 003

**By post –** Sign and date the declaration box **and then** pop the form in the self-addressed envelope provided and return via the post.

**FOR NO CHANGES –**

**Online –** Using the same process as above

**Telephone –** Call 0800 8840701 and enter your unique security codes when prompted, or call 01444 477 003

**Text –** Text NOCHANGE followed by your unique security codes to 80212

**E-mail –** [elections@midsussex.gov.uk](mailto:elections@midsussex.gov.uk)

**By post –** Sign and date the declaration box **and then** pop the form in the self-addressed envelope provided and return via the post.

## What will happen once I respond to the Canvass?

Once we have received your Canvass response, any changes you have made to the property will be processed and updated on the Electoral Register.

**IMPORTANT: New individuals added through the Canvass must register to vote in order to be added to the electoral register. They can do this at [gov.uk/register-to-vote](https://www.gov.uk/register-to-vote). We will send each new person a registration form if they do not apply online.**

If you have requested a postal or proxy vote, you will be sent an application form to complete. Depending on the information we hold for you, you will receive this either via e-mail or by post. However, please note that the quickest and easiest way to apply for a postal or proxy vote is online by visiting:

Postal Vote: <https://www.gov.uk/apply-postal-vote>

Proxy Vote: <https://www.gov.uk/apply-proxy-vote>

After your response has been submitted, you should not receive any further communication regarding the Canvass (this year). If you do receive something further from us, please disregard it as your response will have already been recorded.

## The online system won't accept my security codes or postcode

Firstly, please check the security codes have been entered correctly. There are 6 numeric digits for "Part One" and 8 numeric digits for "Part Two".

If you have moved recently, you may still be registered at your previous address and as such – the postcode you are entering may be incorrect.

If you have further difficulties logging into the service, please contact us on 01444 477003 or by e-mail at [elections@midsussex.gov.uk](mailto:elections@midsussex.gov.uk).

## There are people listed at my property who do not live here, what should I do?

You can request the removal of individuals from the electoral register at your property by responding to the Canvass online. Please follow the instructions below on how to do this:

- Visit the website: [www.householdresponse.com/midsussex](http://www.householdresponse.com/midsussex)
- Enter the unique security codes provided on the form
- Complete Section's 1 and 2, you will then be presented a list of current individuals registered to vote at the property in Section 3
- Click the 'Remove' button on the relevant individual(s) to request their deletion from the electoral register at your address
- Once you have updated any other household information, submit your response

You can also contact the Electoral Services Team on 01444 477003 or by e-mail at [elections@midsussex.gov.uk](mailto:elections@midsussex.gov.uk) to update your property's electoral register details.

## My property is a second home, what should I do?

If responding via a form, tick the appropriate box or write on the form that the property is a second home, then sign, date and return the form using the pre-paid envelope provided.

For all other types of communication methods, please contact us directly on 01444 477003 or by e-mail at [elections@midsussex.gov.uk](mailto:elections@midsussex.gov.uk).

## My property is a holiday home, what should I do?

If responding via a form, tick the appropriate box or write on the form that the property is a holiday home, then sign, date and return the form using the pre-paid envelope provided.

For all other types of communication methods, please can contact us directly on 01444 477003 or by e-mail at [elections@midsussex.gov.uk](mailto:elections@midsussex.gov.uk).

## I am a student and have a separate address during term time, what should I do?

Students can register to vote at both their home and their college or university address **but can only vote once in a UK general election.**

If a student's home and university address are in two different local authority areas, students can vote in both **local** elections.

If you do not want to register to vote at the address you have received the canvass letter for, and your name is listed then you need to:

1. Visit the website: [www.householdresponse.com/midsussex](http://www.householdresponse.com/midsussex)
2. Enter your unique security codes provided on the form
3. Complete Section's 1 and 2. You will then be presented a list of current individuals registered to vote at the property in Section 3
4. Click the 'Remove' button on the relevant individual(s) to request their deletion from the electoral register at your address
5. Once you have updated any other household information, submit your response

You can also contact the Electoral Services Team on 01444 477003 or by e-mail at [elections@midsussex.gov.uk](mailto:elections@midsussex.gov.uk).

## The occupants of my property are not eligible to be registered to vote, what should I do?

If responding via a form, tick the appropriate box or write on the form confirming that none of the occupants are eligible to be registered, then sign, date and return the form using the pre-paid envelope provided. If the Canvass communication you have received does not show any registered electors, you can also either:

Call 0800 8840701 and enter your unique security codes when prompted to enter a "NO CHANGE" response.

Text 'NOCHANGE' followed by your unique security codes to 80212

You can also contact us directly on 01444 477003 or by e-mail at [elections@midsussex.gov.uk](mailto:elections@midsussex.gov.uk) to report this.



## I am about to move house. How should I complete the canvass form?

If you have received the canvass letter but are about to move to a new house, please contact us so we can discuss the most appropriate course of action. You can email us at [elections@midsussex.gov.uk](mailto:elections@midsussex.gov.uk) or call 01444 477003.

Once you have moved into your new home, you will need to make a new application to register to vote. This can be done here [gov.uk/register-to-vote](http://gov.uk/register-to-vote). Alternatively, please contact us by email or telephone to request a hard copy registration application to be posted or emailed to you.

## Do my children need to be listed on the canvass form?

The National Census and the Annual Electoral Canvass are two separate processes. Children are required to be included on the National Census but not on the Annual Electoral Canvass.

If your children are aged under 16 then they will not be included on the Register, and you do not need to do anything further.

Anyone living at the property who is over the age of 16 and is a British, Commonwealth or qualifying European Citizen and is not already listed as an elector at the property, is required to register to vote. The quickest and easiest way to add someone is to:

1. Add the new person to the canvass form (either via our online service or by completing a hard copy canvass form)
2. Complete an application to register to vote. This can be done here [gov.uk/register-to-vote](http://gov.uk/register-to-vote). We will send each new person who has been added to the canvass form, an electoral registration form if they do not apply online

You can also contact the Electoral Services Team on 01444 477003 or by e-mail at [elections@midsussex.gov.uk](mailto:elections@midsussex.gov.uk)

## What is the Open Register?

The open register is an extract of the electoral register that is not used for elections. It can be bought by any person, company or organisation.

You will be auto enrolled onto the open register unless you request otherwise. The open register will contain your name and address.

Removing your details from the open register does not affect your right to vote and **will not affect whether you appear on the electoral register on your credit file.**

To update your open register preferences, please visit our website [here](#) and complete the form.

## Why do you need to know if I am 76 or over?

Individuals aged 76 and over are exempt from jury service. To ensure that only those who are eligible are called for jury service, we need to identify those who are exempt.

## How do I change my voting preference?

You can vote in-person, by post or by proxy.

You can apply for a postal vote or proxy vote online, to do so – please visit the websites below:

**Postal Vote:** <https://www.gov.uk/apply-postal-vote>

**Proxy Vote:** <https://www.gov.uk/apply-proxy-vote>

Further information on absent voting can be found on our website here:

<https://www.midsussex.gov.uk/elections-voting/postal-and-proxy-voting/>.

If you wish to receive paper application forms or cancel your current absent voting arrangement, please contact us directly on 01444 477003 or by e-mail at [elections@midsussex.gov.uk](mailto:elections@midsussex.gov.uk).

## Why are you contacting other members of my household such as adult children / those who are the non-responsible persons for the property?

Unfortunately, our systems are unable to identify who the responsible person is for a property when sending communications. As a result, other members of your household may be contacted regarding the Canvass. To amend this for future canvassing, please contact us on 01444 477003 or by e-mail at [elections@midsussex.gov.uk](mailto:elections@midsussex.gov.uk).

Individuals can also unsubscribe their details via our website [here](#).

## My neighbours' received a different method of contact compared to my property, why is this?

The method of contact for each household in the District is dependent on the information we hold for the property. Further information can be found on our website here:

<https://www.midsussex.gov.uk/elections-voting/annual-canvass-communications/>.

## Why are you contacting me using my e-mail address and/or telephone number and how can I change this?

If you have previously provided us with an email address or telephone number, we will use this contact you regarding the Canvass in the first instance, where applicable to your property route.

If you would like to unsubscribe your contact information, please complete the communication preference change form on our website, which can be found [here](#).

## My address on the canvass form is incorrect

If your address is incorrect, for example, your property should have a house name or you have recently changed the name of your property then please let us know by contacting the Electoral Services Team on 01444 477003 or by e-mail at [elections@midsussex.gov.uk](mailto:elections@midsussex.gov.uk)

We cannot always change your address as we work to national addressing guidelines, but we will if we have made a mistake, or your official address has changed from what we have on record.

**Please note you should still follow the directions set out on the canvass form.**

## I have safety concerns about appearing on the Electoral Register

We appreciate that to ensure their safety, some residents do not wish to appear on the register of electors. For example, if they have left an abusive relationship or have a sensitive occupation.

If your name appears on the canvass letter but you feel that this may put you at risk, please contact us as soon as possible to discuss applying to register anonymously.

The Electoral Commission also provide information about registering anonymously, which can be found here: <https://www.electoralcommission.org.uk/voting-and-elections/who-can-vote/register-vote/register-vote-anonymously>.

You can contact the Electoral Services Team on 01444 477003 or by e-mail at [elections@midsussex.gov.uk](mailto:elections@midsussex.gov.uk)