

## Telephone Canvassing Script

Call answered?

No

Leave Message  
if ability to do so

Hello, my name is xxxx I am calling from the Electoral Services Team at Coventry City Council. We sent you a form in the post to confirm the names of everyone at <address> who should be on the electoral register and we have not yet received a response. It is a legal requirement to respond, therefore can you please respond to the form as soon as possible following the instructions on the form. Alternatively you can call us back on 024 7697 5226. Thank You.

Yes

Hello my name is xxxx, I am calling from the Electoral Services Team at Coventry City Council. Sorry to disturb you.

Am I speaking to \_\_\_\_\_ (NAME) or Can I speak to \_\_\_\_\_ (NAME)

I am calling today as we sent you a form in the post asking you to confirm the names of everyone in your household who should be on the electoral register and we have not yet received a response. **If they say that they haven't received the letter remind them that it was in a brown envelope address to either The Resident or Occupier**

Can you confirm if you still live at <address>

Yes

Refuses to give Info/or concerned about legitimacy

No

It is a legal requirement to respond to this request for information, so if you have a minute now I would like to confirm this information with you over the phone.

I currently have the following people registered at this address?

Name, detail if have opted out, postal and over 76 (If there are any changes to preferences or spellings to existing people these can be amended)

Do these people all still live at the property?

It is a legal requirement to respond, under the Representation of the People Act 1983. They can check the website for confirmation of the telephone canvass taking place or call Customer Services on 024 7683 3034 to update their details. Or they can return the form which has been sent to them.

If they do not respond then a canvasser will call at the property to check the information.

If they do not want to be contacted by telephone for future canvasses they can opt out and we will remove their telephone number from the system

Delete elector from the property.

Ask them if anyone else in that property has moved out with them as you can delete them as well.

Enquire if they have moved to another address in Coventry. If they have, make a note of the new address and add to the Notes section of their record

You can send them a text message from the tablet with a link to registering to vote if they need to register

Yes

Does anyone else aged 16 or over live at the property that is not listed?

No

Please can you confirm who has moved out and I will update our records.

Yes

Please can you confirm their name(s) and nationality(s) and I will update the information. They will also need to complete an individual registration at [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote) or they will be sent a paper form to complete.

No

Thank you that is all the information I need from you, please can you confirm to the best of your knowledge all the information you have given is true and correct.

If you still have the form we sent you can destroy this as you do not need to return it now.

Just a reminder that the canvass is carried out each year and we send the letter around July/August time.