

Electoral Services - Service Standards

The Council is responsible for the registration of electors across the Mendip area. This service is carried out in line with legislation and guidelines provided by the relevant government department, and falls into two areas. The first being the Annual Registration and the second being the Rolling Registration for changes during the year.

Annual Registration - We will:

- Undertake an annual canvass of all domestic properties in the District, a second registration form and/or a visit will be arranged for properties where no response has been received.
- Publish the "new" Register on 1st December each year.

Rolling Registration (December to August) We will:

- Send requests for rolling registration forms within 3 working days.
- Send a rolling registration form with each 'opening' council tax bill.
- Send confirmation letters of monthly additions to the register by no later than the 6th day of the following month.

Rolling Registration (December to August) - To achieve this we aim to:

- We will offer a variety of ways to contact us, including local Council Information Points, an updated Webpage along with telephone/email lines.
- We will aim to answer your phone calls within 15 seconds and we will deal with your enquiry in a polite, clear and helpful manner.
- We will ensure that staff are fully trained in the relevant regulations and local Council procedures.