

From: [Natalie \[REDACTED\]](#)
To: [Kristina Temel](#)
Subject: FW: Enrolment for local elections
Date: Wednesday, 6 August 2025 8:07:51 am
Attachments: [image001.jpg](#)

FYI

From: Karl Le Quesne <[\[REDACTED\]@elections.govt.nz](mailto:[REDACTED]@elections.govt.nz)>
Sent: Wednesday, 6 August 2025 7:38 am
To: Lucy Hickman <[\[REDACTED\]@elections.govt.nz](mailto:[REDACTED]@elections.govt.nz)>; Natalie [REDACTED] <[\[REDACTED\]@elections.govt.nz](mailto:[REDACTED]@elections.govt.nz)>; Clare [REDACTED] <[\[REDACTED\]@elections.govt.nz](mailto:[REDACTED]@elections.govt.nz)>; Suzanne [REDACTED] <[\[REDACTED\]@elections.govt.nz](mailto:[REDACTED]@elections.govt.nz)>; Shane [REDACTED] <[\[REDACTED\]@elections.govt.nz](mailto:[REDACTED]@elections.govt.nz)>; Raaj Govinda [REDACTED] <[\[REDACTED\]@elections.govt.nz](mailto:[REDACTED]@elections.govt.nz)>
Cc: Anusha Guler <[\[REDACTED\]@elections.govt.nz](mailto:[REDACTED]@elections.govt.nz)>
Subject: FW: Enrolment for local elections

Mörena

FYI

Karl Le Quesne

From: Karl Le Quesne
Sent: Wednesday, 6 August 2025 7:37 am
To: 'Guy.Holroyd@fndc.govt.nz' <Guy.Holroyd@fndc.govt.nz>
Cc: Anusha Guler <[\[REDACTED\]@elections.govt.nz](mailto:[REDACTED]@elections.govt.nz)>; 'Dale Ofsoske' <dale@electionservices.co.nz>; Hone [REDACTED] <[\[REDACTED\]@elections.govt.nz](mailto:[REDACTED]@elections.govt.nz)>; 'Jacine Warmington' <jacine.warmington@fndc.govt.nz>; 'Casey Gannon' <Casey.Gannon@fndc.govt.nz>
Subject: Enrolment for local elections

Tēnā koe Guy

Thank you for your email to Anusha on 4 August about roll closure and nominations of candidates for local body elections.

We are listening to the feedback we're receiving and understand some people found it difficult to look up their enrolment record online. We will look at what improvements we can make to improve the experience for people.

I can provide more information to you on the legal requirements for the timing of the roll closure, and the process in place for councils to check enrolments for nominations.

In short, we are not legally able to amend or extend the statutory deadlines provided in the Local Electoral Act 2001 (LEA) and the Local Electoral Regulations 2001 (LER).

The requirements for the compilation of the electoral rolls used for local body elections are prescribed under the LEA and LER. Regulation 21 of the LER provides the electoral roll closes at the end of business on the 71st day before polling day (Friday 1 August for this year's local body elections). The electoral officer must as soon as practicable after the closing of the roll obtain a further list of electors from the Commission under [section 113](#) of the Electoral Act 1993 to complete the compilation of the electoral roll (section 45 LEA).

The Electoral Commission's has an important role is to support enrolment for the local elections and provide councils with up-to-date electoral information. We support the candidate nomination process by checking the enrolment of nominees and their nominators. Because of the strict legal deadline and requirements for nominations we have an agreed nomination checking process, set out in the Commission's Service Guide provided to electoral officers. As explained in the Service Guide, we provide phone and email support in the final hours of the nomination period to support electoral officers, with all phone requests followed up with an email documenting the request to la.nominations@elections.govt.nz. We also have a process to fast track a late nomination for a person who is not

enrolled, or not correctly enrolled.

Electors can check their own enrolment details on vote.nz, by calling 0800 3676 56 or emailing enquiries@elections.govt.nz. An elector can also inspect their own enrolment record at our offices or check the printed rolls available at our offices or in public libraries.

We are committed to supporting local body elections and will seek the input of councils and electoral officers on what improvements can be made to the support we provide to both enrolment and nomination processes.

Ngā mihi

Karl Le Quesne

Karl Le Quesne | Chief Electoral Officer

Electoral Commission | Te Kaitiaki Take Kōwhiri

PO Box 3220 | 34-42 Manners Street | Wellington | + [REDACTED]

vote.nz | elections.nz



From: [Anusha Guler](#)
To: [Raaj \[REDACTED\]](#); [Kristina Temel](#); [Natalie \[REDACTED\]](#); [Lucy Hickman](#)
Subject: Fwd: Update on enrolment for the local elections
Date: Monday, 4 August 2025 5:54:09 pm
Attachments: [image001.png](#)
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[image007.png](#)
[image009.jpg](#)
[image008.png](#)

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From: Guy Holroyd <Guy.Holroyd@fndc.govt.nz>
Sent: Monday, August 4, 2025 5:17:57 PM
To: Anusha Guler <[REDACTED]@elections.govt.nz>
Cc: Dale Ofoske <dale@electionservices.co.nz>; Hone [REDACTED] <[REDACTED]elections.govt.nz>; Jacine Warmington <jacine.warmington@fndc.govt.nz>; Casey Gannon <Casey.Gannon@fndc.govt.nz>
Subject: RE: Update on enrolment for the local elections

You don't often get email from guy.holroyd@fndc.govt.nz. [Learn why this is important](#)

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Tēnā koe Anusha

Thank you very much for your response.

We have been gathering evidence to provide the Electoral Commission to provide examples of people directly affected by this issue.

I expect to provide examples, with the permission from those on the list provided, by Wednesday 6 August.

During the nomination period we faced many challenges as a number of our candidates were unable to validate the nominators, who in many cases had “dropped” off the roll or had been shifted to the dormant roll without consent or notification. This caused a disruption to the democratic process, and we reiterate the negative impact of this during the voting period has been raised as a risk.

The electoral roll closed 1 August for the purposes of Local Government Election. This issue was only brought to our attention on the evening of 30th July.

Our communication to the Electoral Commission and our Electoral Officer was sent on the 31st July. The time that we had to respond to this before the roll closure was insufficient.

To mitigate the risk during the voting period, we request an extension of the roll closure from the 1st of August to the 15th of August to ensure all affected parties have an opportunity to check their information in your system is correct. The local government election is a postal vote. If people are no longer on the roll (as of 1 August) unbeknownst to them, this will have a major impact on our local government election voter turn.

FNDC attended an event alongside the Electoral Commission Saturday 2 August – together we checked enrolment details both manually and automated and 80% came back “no record found”.

As previously mentioned there has been a lot of work done to build the trust and confidence in government systems / democratic process in order to increase participation.

We appreciate your consideration to extend the roll closure for the purpose of the upcoming local government election from 1 August to 15 August.

We look forward to your response.

Ngā mihi



Guy Holroyd

Chief Executive Officer - Strategic Leadership Group

M [REDACTED] | P [REDACTED] | Guy.Holroyd@fndc.govt.nz

Te Kaunihera o Te Hiku o te Ika | Far North District Council

[Pokapū Kōrero 24-hāora | 24-hour Contact Centre 0800 920 029](#)



From: Anusha Guler [REDACTED] [@elections.govt.nz](mailto:[REDACTED]@elections.govt.nz)>

Sent: Thursday, July 31, 2025 7:20 PM

Subject: Update on enrolment for the local elections

You don't often get email from [REDACTED] [@elections.govt.nz](mailto:[REDACTED]@elections.govt.nz). [Learn why this is important](#)

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Tēnā koe

We're aware that concerns have recently been raised on social media and in the media about the Electoral Commission's enrolment systems. This will no doubt have raised questions for you given that we are so close to the close of rolls for the local elections.

I can assure you that our systems are working as they should be and we are on track for the roll extract for councils. This week so far we have processed 20,500 enrolments and updates, and 88% of these were online.

Systems checks

We monitor our systems to alert us to failures and there is no indication of issues with our enrolment systems.

We have undertaken spot checks on recent transactions where people were unable to find their enrolment records. The most common issue is when addresses are manually typed rather than using the address finder, and an address is entered that is different to the address in their enrolment record. Other information that needs to match our records includes dates of birth and names.

The search is strict to maintain voter privacy and ensure people can only see the record we hold for them. Small variations from the details we have on file can mean that people can't find their records.

Māori Electoral Option

If you're Māori, you choose the Māori roll or the general roll when you first enrol to vote. After that, you can change rolls at any time except in the three months before a general election or the triennial local elections, or before a parliamentary by-election.

We are in that three month period now when you can't change rolls. Applications to change rolls will be processed after the local elections.

Roll choice – Māori roll or general roll – is up to each person. We won't put voters on either roll by default and we won't change a person's roll without their permission.

The dormant roll

The enrolment rules are set out in the Electoral Act. If we lose touch with a voter, for example if we get returned mail from an old address, under the Act they must be removed from the main roll and put onto the dormant roll until they update their address with us.

This is important for the integrity of the electoral roll and ensures that voters are eligible to vote in the ward or electorate where they live.

People on the dormant roll are still able to vote in elections for up to three years but need to cast a special vote. We encourage people to update their enrolment details to make sure they are ready to vote in future elections.

Our contact details

Please refer anyone who is concerned about their enrolment or is experiencing problems finding their enrolment record on vote.nz to us so we can investigate. They can call freephone 0800 36 76 56 or send an email to enquiries@elections.govt.nz.

Please feel free to contact me if you have any questions.

Ngā mihi

Anusha Guler (she/her)

Amo Torotoro/Deputy Chief Executive Operations

Te Kaitiaki Take Kōwhiri | Electoral Commission

PO Box 3220 | Level 10, 34 – 42 Manners Street | Wellington | 6140

| Mobile [REDACTED] | Fax +64 4 495 0031 | <http://www.elections.org.nz>



From: Casey Gannon <Casey.Gannon@fndc.govt.nz>

Sent: Thursday, 31 July 2025 12:10 pm

To: Hone [REDACTED] <[\[REDACTED\]@elections.govt.nz](mailto:[REDACTED]@elections.govt.nz)>; Dale Ofsoske <dale@electionservices.co.nz>

Subject: Electoral Roll ISSUES

Thanks Hone –

Our communities are not satisfied with the generic response provided. This has caused major concern for Far North District Council in the lead up to the Local Government Election.

This has begun to unravel some very deliberate work to build and strengthen the relationships local government has with our communities in the Far North.

This is a reputational risk for us but also poses a larger issue of putting the integrity of the local government election at risk. (ie anything government / electoral commission cannot be trusted)

This could have a damaging effect on the voter turn out for both our upcoming local government election and the 2026 central government election if the media response below is all we have to give.

Further –

- [@Dale Ofsoske](#) has this happened before in your experience?
- [@Dale Ofsoske](#) how will this affect the Local Government Election elections
 - – ie how many votes a candidate needs could be affected if changes were “randomly” made to the roll – taking people off one roll and onto another – or completely off all rolls ??
 - – ie voting documents will not reach all voters – who do not check “again” or enrol “again” if their details were changed and they do not know it ??
 - – ie hinder peoples ability to vote if they are not now found on the final parliamentary role ??
- [@Hone](#) [redacted] the feedback we are seeing is that the public believe that this is ONLY affecting people on the Māori roll – is there a response for that ?
- [@Hone](#) [redacted] is the Electoral Commission making an effort to analyse the data from before the issue was identified and after the issue was identified to rectify the issues internally?
- [@Hone](#) [redacted] is the Electoral Commission tracking HOW MANY “random” issues have been declared to understand the scale and impact of this?

We have a huge event on Saturday that you and I are due to attend Hone – with one of your new staff – I am signalling that we need to be very clear what our message is related to this risk to keep you / her / us all safe. As a mitigation I will have an ipad etc onsite for people to check their enrolment details are correct. [@Dale Ofsoske](#) can I bring the preliminary role to the event to search by name to help speed up this process because the vote.nz system requires uploading an ID etc – we can then proceed to vote.nz should the person not be on the preliminary role.

Look forward to hearing back from both of you before our event on Saturday. The messaging we agree to will be used throughout our entire voting period as I don't see this issue just quietly going away 😊.

Nothing personal Hone –I am advocating for all of our communities in the Far North and hope to get some answers that could help others across the motu.

Kia pai to ra.
Casey

 **Casey Gannon**
 Manager - Civic Engagement & Education
 P [redacted] | Casey.Gannon@fndc.govt.nz
 Te Kaunihera o Te Hiku o te Ika | Far North District Council

[Pokapū Kōrero 24-hāora](#) | [24-hour Contact Centre](#) [0800 920 029](tel:0800920029)



From: Hone [redacted] [redacted]@elections.govt.nz>
Sent: Thursday, July 31, 2025 10:55 AM
To: Casey Gannon <Casey.Gannon@fndc.govt.nz>
Subject: Re: Response to text

CAUTION: This email originated from outside Far North District Council.
 Do not click links or open attachments unless you recognise the sender and know the content is safe.

Kia ora - we never change someone's roll without their consent. If you have any concerns about your enrolment, please get in touch with our enrolment team on 0800 36 76 56 or enquiries@elections.govt.nz and they can check your enrolment.

In some cases people can be removed from the roll if we lose touch with them - for example if we get returned mail from an old address. If that's the case we try to contact people using the other information we have for them and ask them to update their details.

When you're looking up your details on vote.nz your search must exactly match the name and address we have on our records. The same goes for verifying your information with ID - the names on your enrolment record and your ID must match exactly. Again, if you have any concerns, please contact our enrolment team using the details above.

Hone [REDACTED] (he/him) | Ngāpuhi, Ngāti Porou | Senior Advisor – Community Engagement | **Electoral Commission** | **Te Kaitiaki Take Kōwhiri** | 22A Rathbone St | Whangārei | [REDACTED] | vote.nz | elections.nz



From: Hone [REDACTED]
Sent: Thursday, July 31, 2025 8:27 AM
To: Casey Gannon <casey.gannon@fndc.govt.nz>
Subject: Response to text

Kia ora e hoa,

In response to your text and interest on this issue please see links to media links below

See below:

Here is the media release <https://elections.nz/media-and-news/2025/how-to-check-your-enrolment/>

The post is now live on Facebook: <https://www.facebook.com/photo/?fbid=1157794929724525&set=a.308316101339083>

And on Instagram: <https://www.instagram.com/p/DMtuR6aRhs2/>

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