dlr
Comhairle Contae County Council

Choice Based Letting (CBL)

How to use the CBL system

CBL is a system to give people on Dún Laoghaire-Rathdown County Council's Social Housing Support list a chance to express their interest in where they want to live

Phone: (01) 2054828

cbl.dlrcoco.ie

Rebuilding Ireland
Action Plan for Housing and Homelessness

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About Choice Based Letting (CBL)

CBL is an online system that lets you express an interest in a range of residential properties within your area(s) of preference (areas of choice) that are suitable for the size of your household. The three preference areas in Dún Laoghaire-Rathdown are:

- Area 1 (South West of the M50)
- Area 2 (Between M50 and N11)
- Area 3 (North West of the N11)

This leaflet explains how to access and use the CBL system.

Please note that there is likely to be a lot of interest in some of these properties and we may not be able to offer you the property you would prefer.

Please note if you are successful in your expression of interest in a property on CBL but you do not accept this offer of accommodation, you will be deferred from expressing an interest on CBL for a period of 12 months.

Accessing the system

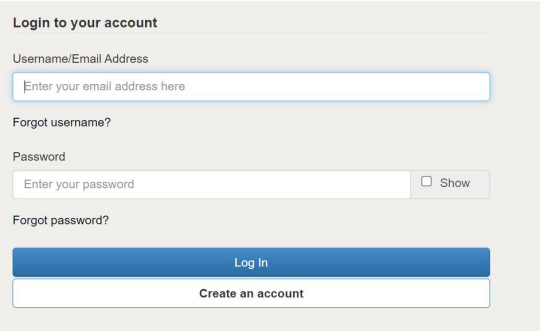
The first time you login

Before you create an account you will need the following information:

- Your housing reference number
- Your date of birth
- Your PPSN

To access the CBL website, please type **cbl.dlrcoco.ie*** into your internet browser.

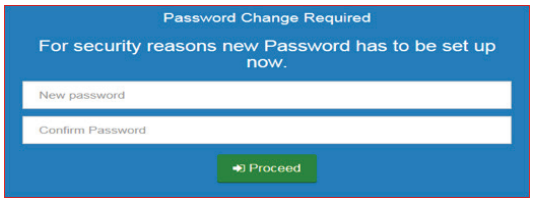
When the website opens, you will see the following login form:



Click on Create an account.

If you make a mistake entering these details , the system will show an error message telling you that you have entered incorrect information . Please enter the correct username and password again.

When you enter the correct details, the system will show the following message:



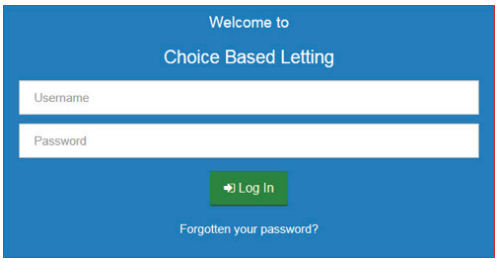
You must use this form to change your password. The new password you choose cannot be the same as the password in the letter from the Council. If you enter a password that does not meet the criteria, the system will tell you what you need to do to make sure the password is acceptable.

You must enter the new password into both fields and the passwords must match each other. Once you have done this, click the Proceed button.

Normal login procedure

After you login for the first time, you will need to use your new password each time you use the CBL system.

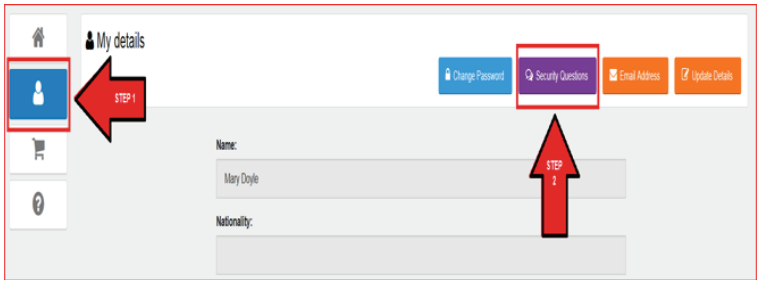
When you want to use the CBL system, type **cbl.dlrcoco.ie** into your browser. You will see the form below. Type in your username and password, then click the Log In button.



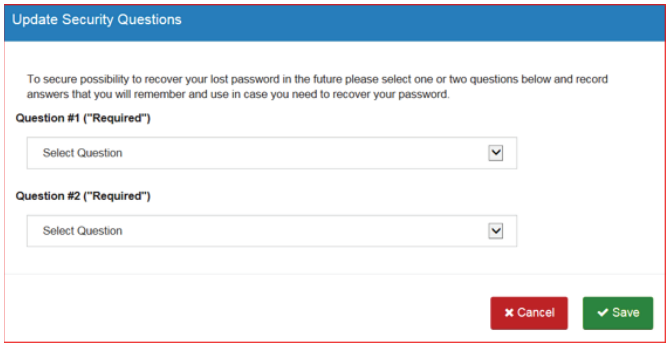
Security questions

After you have successfully logged into the system for the first time, you will be asked to provide answers to two security questions. If you forget your password in the future, you can reset it by answering these questions.

To provide answers to the questions, go to the "**My Details**" page and click the Security Questions button.



Once you click the button, the following page will appear:

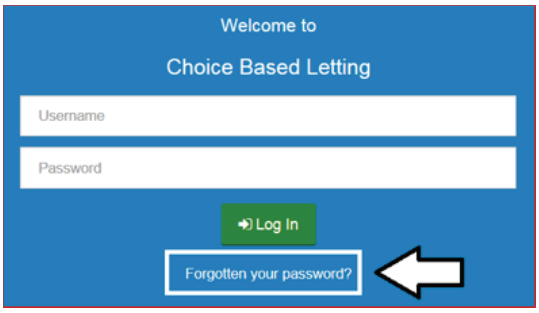


You must pick two questions and provide your answers to them.

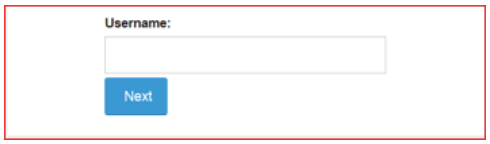
Forgotten password

If you forget your password, you can change it by following these steps:

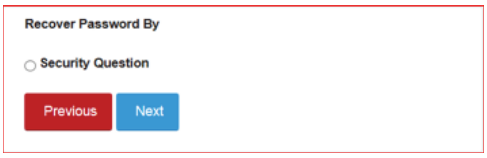
1. Click the **Forgotten Your Password?** link on the login screen.



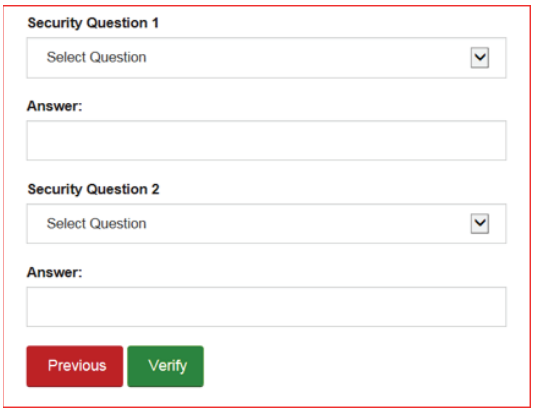
2. Enter your username and click the Next button.



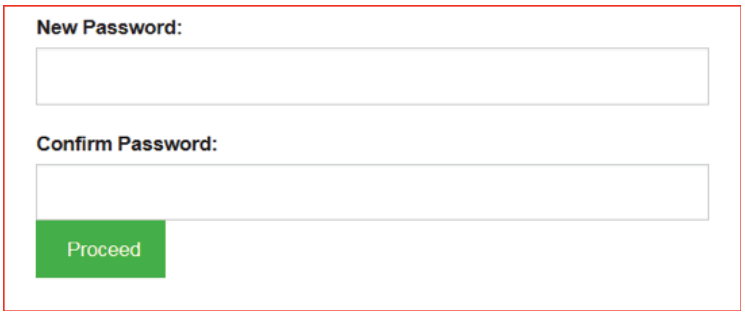
3. The Next screen will ask you to confirm that you want to recover your password by answering two security questions. Select **Security Questions** and click the Next button.



4. The system will ask you to answer two security questions. Once you have typed in your answers, click the Verify button.



5. If the answers are correct, the system will allow you to change your password on the following screen:



When you have decided on your new password, click on the Proceed button. The system will bring you back to the login screen.

Log out

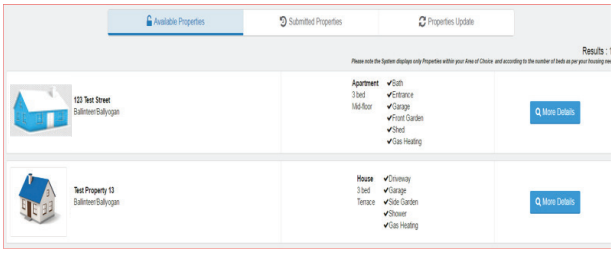
To log out of (leave) the system, click the Log off button. This button is in the top right corner of the screen. You will then be brought back to the login screen.

CBL properties

Viewing available properties

To view a list of available properties that match your areas of preference and are suitable for the size of your household, click the House icon.

The list of available properties will look like the following:



The system can show up to 20 properties on the screen. If there are more than 20 properties available, click the Next page button.

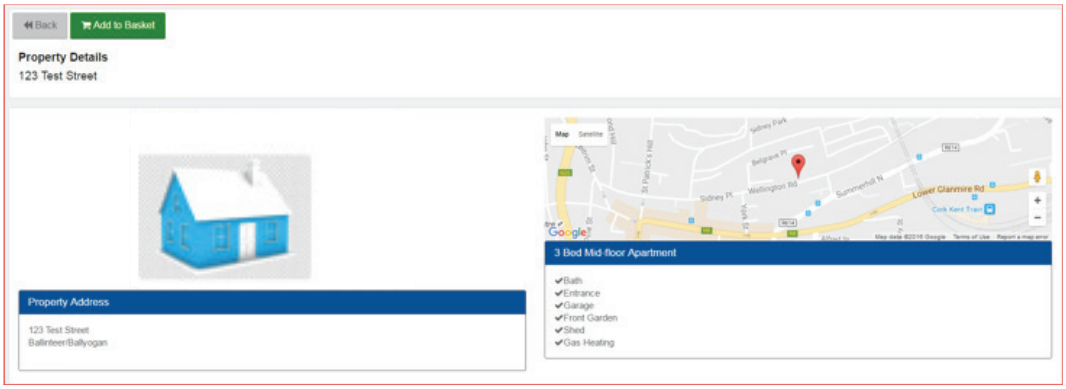
Property details

You can view details of any property on the list by clicking the More Details button on the right.

This will bring you to a screen that shows the following details about the property:

- The area of choice the property is in
- Street name with house number or apartment number
- Number of bedrooms
- Whether it is an apartment or a house
- Type of apartment or house (for example, a detached or semi-detached house, ground floor or first floor apartment, and so on)
- Property features such as bath, entrance, garage and so on
- Additional information if available
- Photos of the property (if available)

Here is an example of what this screen might look like:

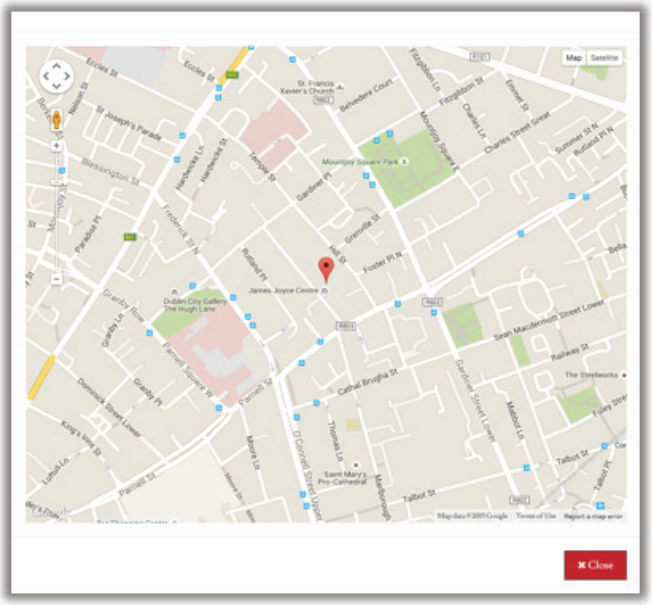


When you want to return to the Properties List, click the Back button on the top left hand corner of the screen.

Property map

The property details include a map showing the location of the property. If you find the map too small, click the link to open the map in another window.

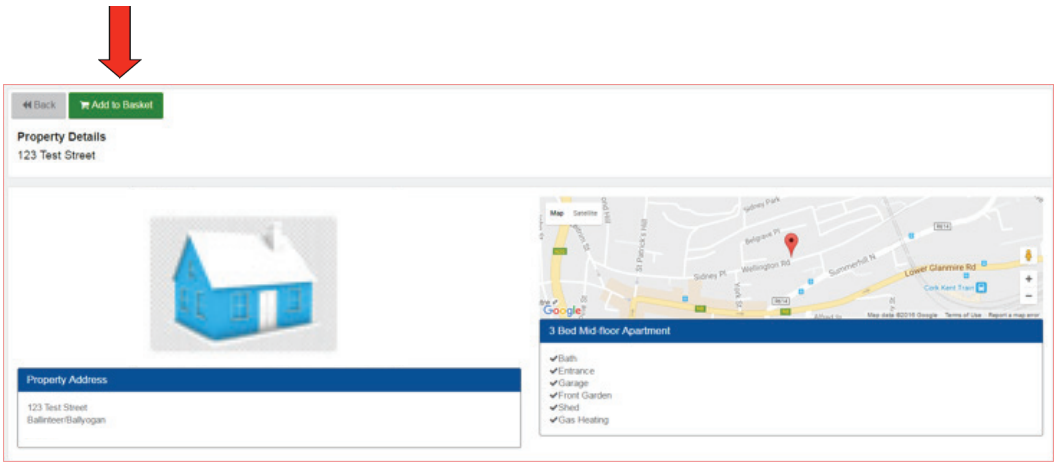
You can also see what surrounds the property by using Google Street View. To do this, click the 'Satellite' option on the top right hand corner of the property map.



Expressing your interest in a property

Add a property to your basket

To express your interest in a property, you have to add the property to your property 'basket'. To do this, click the Add to Basket button at the top of your screen.

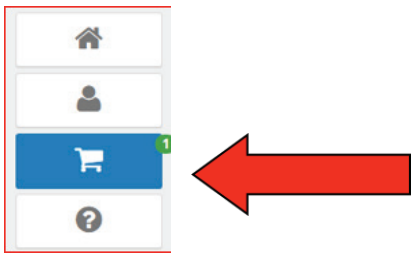


The system will show you how many properties are in your basket. In the example below, there is one property in your basket.

Please note that adding a property to your basket is not the same as submitting your interest in a property. To find out how to submit your expression of interest, please see the 'Submitting your expression of interest' section on page 11.

View the properties in your basket

Click the Property Basket button



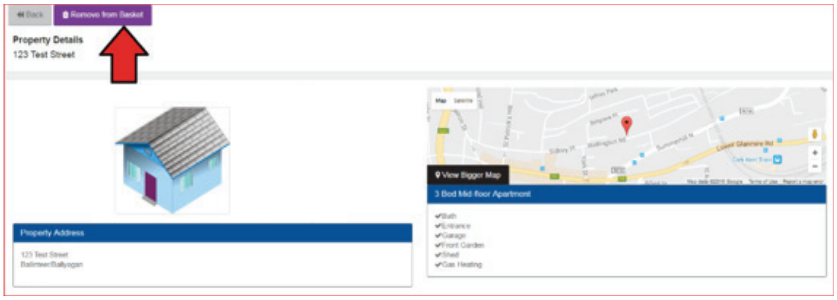
The system will show all the properties that you have added to your property basket.

Remove a property from your basket

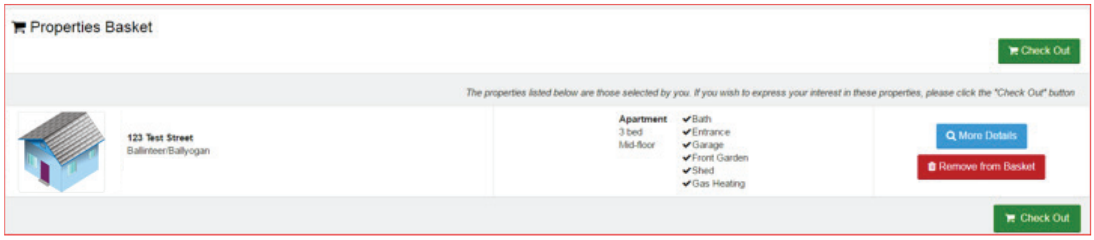
If you are no longer interested in a particular property, you can remove the property from your property basket. There are two ways to do this.

1. On the **Property Details Screen**: When you add a property to your property basket, you will see a Remove from Basket button.

   If you click on this button, it will remove the property from your basket.



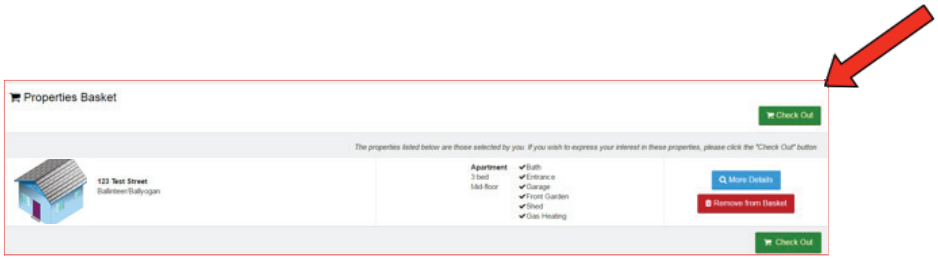
2. **On the Property Details Screen:** When you view the items in your property basket, you will see a Remove from Basket button. You can also click this button to remove the property from your basket.



Submitting your expression of interest

When you have decided which properties you would like to express an interest in, click on the Property Basket button.

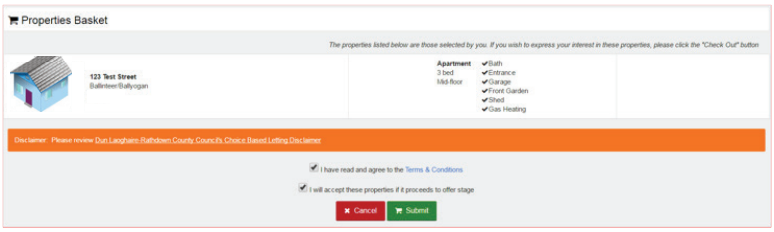
If you are happy with the properties in your Property Basket, click on the Check Out button.



The next screen that appears (see below) will have two checkboxes that you must tick:

1. The first asks you to confirm that you agree to the Terms & Conditions for use of the CBL System (you can view these by clicking on the link provided),

2. The second asks you to confirm that you will accept the property if the Council offers it to you.



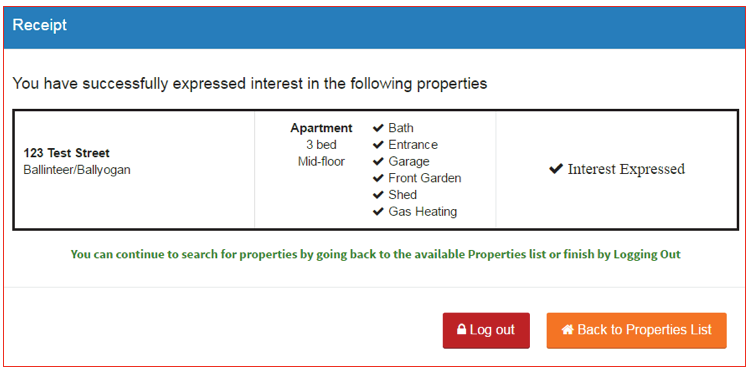
To make sure your 'expression of interest' is recorded against each property, you must tick both of these boxes and then click the Submit button.

If you want to cancel your interest in a property, click the Cancel button.

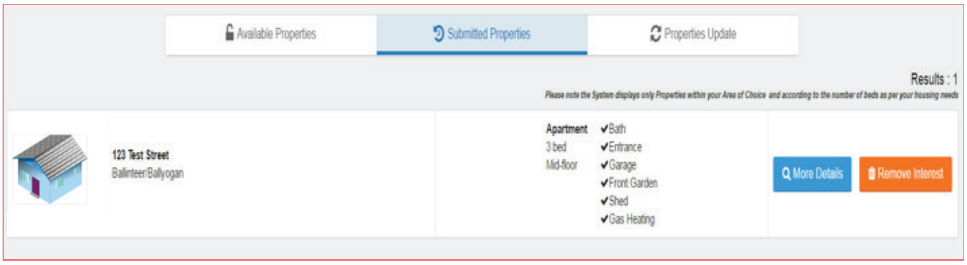
This is the last place where you can cancel your interest in a property.

Confirm your expression of interest

When you have successfully submitted an 'expression of interest' on a property or properties, you will see the following screen:



View your expressions of interest

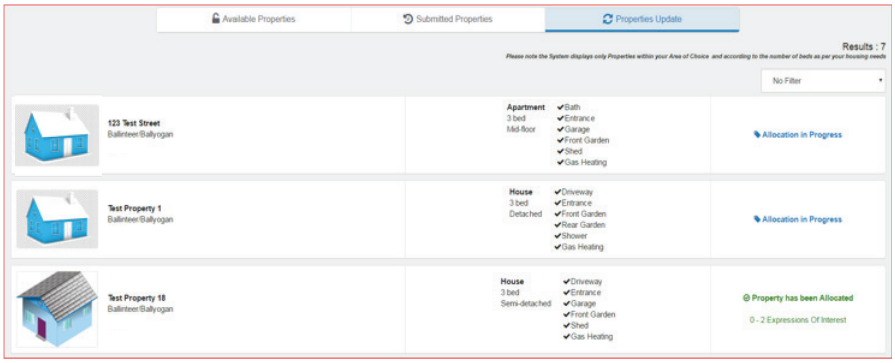


Properties will be advertised from Wednesday to Sunday each week. You can view a list of properties that you have expressed an interest in during this period.

To see this list, go to the Submitted Properties screen where all properties that you have added to your basket and submitted an interest in will be displayed. The most recently submitted properties are shown at the top.

Get updates on your preferred properties

To see if a property that you have expressed an interest in has been given to someone else, go to the Properties Update screen.



This screen will tell you if the property has been allocated to someone else and how many people expressed an interest in it.

Note: We will only contact you if we are going to offer a property to you.

dlr
Comhairle Contae County Council

Dún Laoghaire-Rathdown County Council,
County Hall, Marine Road, Dún Laoghaire, Co.Dublin, A96 K6C9.