

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

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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 <u>cbl.dlrcoco.ie*</u> into your internet browser. When the website opens, you will see the following login form:

Jsername/Email Address	
Enter your email address here	
Forgot username?	
Password	
Enter your password	□ Show
Forgot password?	
Log in	
Create an accoun	t

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 <u>cbl.dlrcoco.ie</u> into your browser. You will see the form below. Type in your username and password, then click the **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 **Q** Security Questions button.



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

To secure possibility to recover your answers that you will remember and	r lost password in the future please select or I use in case you need to recover your pass	e or two questions below vord.	and record
uestion #1 ("Required")			
Select Question		v	
uestion #2 ("Required")			
Select Question		~	

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.

	Welcome to
	Choice Based Letting
Username	
Password	
	Log In Forgotten your password?

2. Enter your username and click the Next button.

Username:			
Next			

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.

Recover Passv	vord By		
Security Que	estion		
Previous	Next		

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

Answer:	
Security Question 2	
Select Question	\checkmark
Answer:	

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

New Password:		
Confirm Password:		
Proceed		

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:

	Available Properties	3 Submitted Properties	C Properties Updale	
		Please note the	System displays only Properties within your Area of Choice, a	Results : 1 and according to the number of beds as per your bousing ne
123 Test Stree Balinteer Balt	et Jogan	Apartment 3 bed Nid-floor	✓Bath ✓Entrance ✓Gange ✓Front Garden ✓Sted ✓Gas Heating	Q More Details
Test Property Balinter Bal	r 13 Yogan	House 3 bed Tenace	Onveway ≪Garage ≪Sarage ≪Sarage ≪Sarage ≪Sarage ≪Gara Heating	Q More Dotalis

The system can show up to 20 properties on the screen. If there are more than 20 properties available, click the <a>wdf max page button.



Property details

You can view details of any property on the list by clicking the Q 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 **Hack** 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 RAdd 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



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.

 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.

Ħ Properties Basket			Te Check Out
123 Test Street Ballinteer/Ballyogan	The properties listed below are those selected by y Apartment 3 bed Mid-floor	vou. If your wish to express your interest	t in these properties, please click the "Check Out" button Q. More Details @ Remove from Basket
			He Check Out

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 **PCheck Out** button.

Properties Basket	* Orech Cod	
	The properties lated below are those selected by you. If you wish to express your interest in these properties, please click the "Check Out" button	
133 Test Street Baliterer Balyogan	Apartment Validh 3-bad vEnnece Mange Mange Vitror Clashin vEner Clashin vEner Clashin vEner Hange Vitror Details Resoure from Backat	
	There's Out	

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.

🗮 Properties Basket								
The properties issted below are those selected by you. If you wish to express your interest in these properties, please click the "Check Qut" botton								
123 Test Street Balinteer Balyrogen	Apathement ≪Bahn Bod ≪Brange Middear ≪Brange ≪Calabian ≪Bas Heating							
Dischamer - Please review Dan Langhein: Bahdnem County Councils Choice Based Lating Daclamer								
⊗ inter Strateg	eread and agrees to the limits & Constitions creft three properties if & proceeds to other stage X Council X Submit							

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 **x** come 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:

Receipt						
You have successfully expres	ssed interest in the fo	llowing properties				
123 Test Street Ballinteer/Ballyogan	Apartment 3 bed Mid-floor	 Bath Entrance Garage Front Garden Shed Gas Heating 	✔ Interest Expressed			
You can continue to search for properties by going back to the available Properties list or finish by Logging Out						
Log out # Back to Properties List						

View your expressions of interest

	Available Properties	3 Submitted Properties	C Properties Update	
		Please note th	te System displays only Properties within your Area of Choice an	Results : 1 of according to the number of beds as per your housing needs
123 Test Street Ballinteer/Ballyogan		Apartmen 3 bed Nid-floor	t vBah VEntrance VGarage VFinot Garden VShed VGas Heating	Q More Details

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.

	Available Properties	Submitted Properties	C Properties Update	
		Please note the	System displays only Properties within your Area of Cho	Results : 7 sice and according to the number of beds as per your housing needs
				No Filter
123 Test Street Balinteer Baly og	n	Apartment 3 bed Mid-Roor	✓Bath ✓Entrance ✓Garden ✓Front Garden ✓Shed ✓Gas Heating	Allocation in Progress
Test Property 1 Balinteer Ballyog	'n	House 3 Bed Detached	✓Driveway ✓Ertrance ✓Front Garden ≪Rear Garden ✓Shower ✓Gas Heating	Allocation in Progress
Test Property 18 Balinteen Balyoga	n	Mouse 3 bid Sensidetache	✓Driveway ✓Entrance d ✓Garage ✓Forot Garden ✓Shed ✓Gas Heating	Property has been Allocated 0 - 2 Expressions Of Interest

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.



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