Choice Based Letting (CBL)
How to use the CBL system

CBL is a new 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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cbl.dlrcoco.ie
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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 four preference areas in Dún Laoghaire-Rathdown are:

- Blackrock / Stillorgan
- Dún Laoghaire / Dalkey
- Ballybrack / Shankill
- Ballinteer / Ballyogan

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.

If we are going to offer you the property you are interested in, we will let you know within three weeks. If you do not hear from us in that time, it means we are not going to offer the property to you. We will only contact you if we plan to offer the property to you.
Accessing the system

The first time you login

To access the CBL website, please type cbl.dlr Coco.ie into your internet browser. When the website opens, you will see the following login form:

You should have already received a letter from the Council with your CBL username and a password to use for your first login. (If you have not received this letter, please contact us on 01 2054828.)

Enter your username in the Username field and the one-time password in the Password field. Then click the Log In button.

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.dlrco.co.ie` 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 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.

![Login Screen]

2. Enter your username and click the Next button.

![Username Input]

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.

![Security Questions]

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

![Security Questions Input]
5. If the answers are correct, the system will allow you to change your password on the following screen:

![Password Change 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  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.