



Comhairle Contae
Loch Garman
Wexford
County Council



Choice Based Letting

Applicant User Guide

Table of Contents

Introduction	3
Getting Started – Logging in.....	3
Setting your new password	4
Login Procedure	4
Set Security Questions.....	4
How to update Security Features	5
How to recover your Password	5
How to use the CBL System	6
Property Details	7
Property Map.....	8
Add Property to Basket	8
View Properties Basket	9
Remove Property from Basket.....	9
Check Out / Submit Basket	10
View Receipt.....	11
View Submitted Properties	11
Remove Interest for Property.....	11
CHOICE BASED LETTING SUMMARY	12

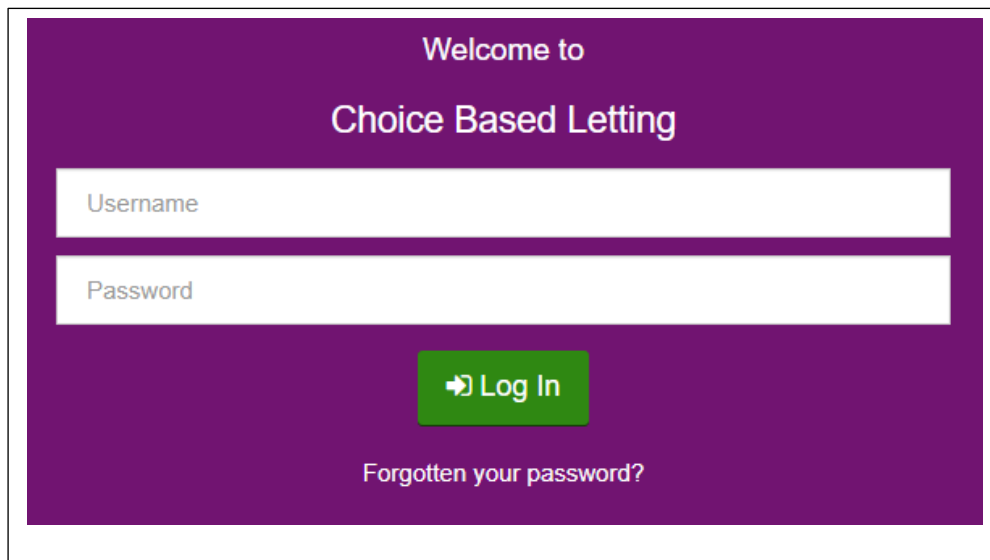
Introduction

The Choice Based Lettings system allows you express your interest in a suitable Social Housing / Approved Housing Body property throughout County Wexford. A 'suitable' property is one that you have chosen and that matches your housing needs.

Note: You will need the letter you received with your Username and Temporary Password

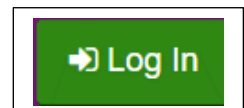
Getting Started – Logging in

You can access the system via a Personal Computer, a smart phone or a tablet. Open your web browser and type in www.cbl.wexfordcoco.ie You will see the following screen:



User Name – This is a combination of your first name, last name and Housing Reference Number. This is on your letter.

Password – this is the Temporary Password you have received in the letter. Type in your username and password and then click the “Log In” button.



If the details entered are correct the System will inform you that the current password is single use only and that it has to be changed.

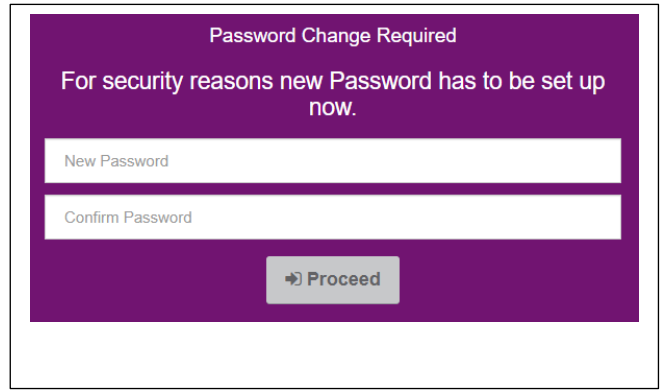
Note: If you make a mistake inputting these details the System will issue an error message

Setting your new password

The System requests you enter a new Password. You will need to enter the new Password a second time for confirmation purposes. This password must be a minimum of eight characters in length and contain at least one number.

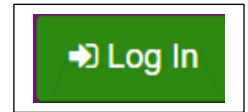
Once you are sure the password meets requirements click the “**Proceed**” button

Note: If you enter a password that does not meet the requirements the system will display a message informing you that it is not adequate.

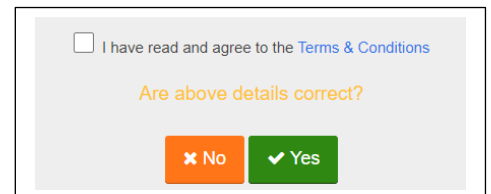


Login Procedure

Once you have completed the First Login procedure, every time you wish to use the CBL System, you will use this new password. When presented with the Login form provide your User Name (as outlined above) with your new Password, and click the “**Log In**” button .



You will be asked to confirm your details and if you have read the Terms and Conditions of CBL. If correct, click **Yes**.



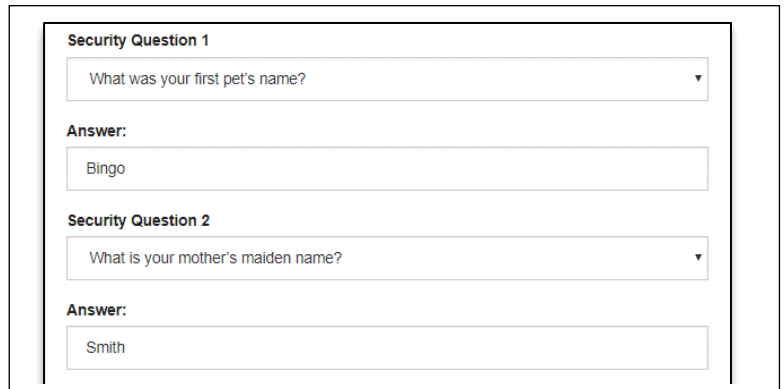
If they are not correct click **No** and you will see details on how to request a Change of Circumstances form.

Set Security Questions

You will see the following screen to set up your Security Questions. (Security questions can be updated at any time). It is important to remember what you enter as this can be used in the future to reset your password.

NOTE: Answers Are Case Sensitive

Once entered click **Proceed**



On the next screen enter your contact mobile number and click **Verify** (you may skip this step, but it is not recommended for security purposes) follow the instructions on the screen.

You will be sent a verification code by Wexford County Council, enter this code and click **Verify**

You have now successfully logged into the Choice Based Letting system

How to log off

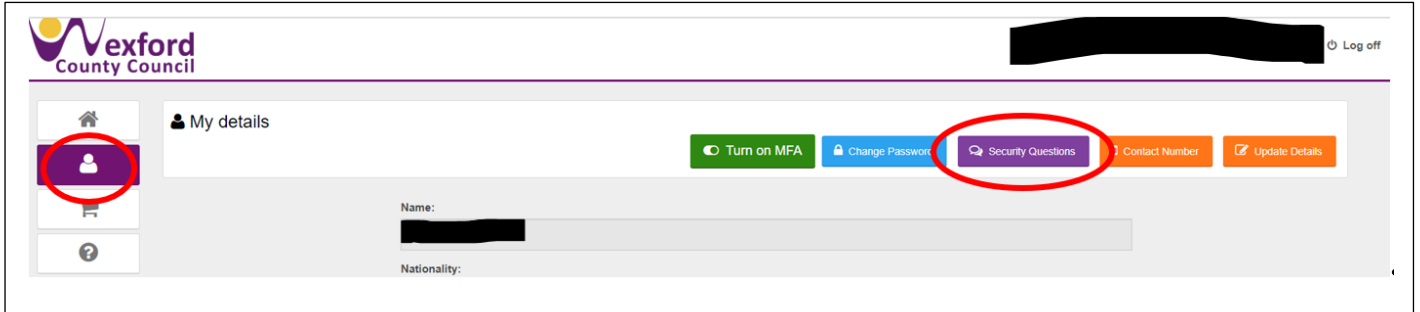
Click the “Log Off” button on the top right corner of the screen, the system then logs you out and navigates you back to the login screen.



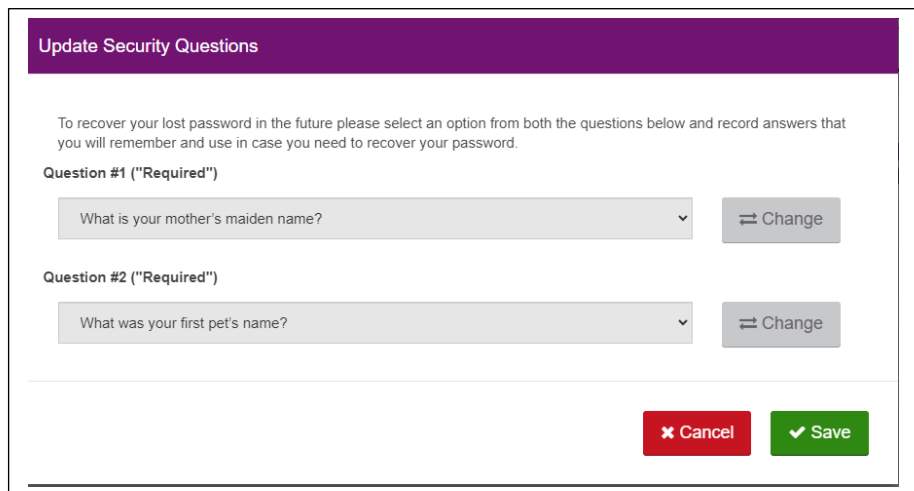
How to update Security Features

You can update your security questions if you wish at any stage. Once logged into the system

- Go to **“My Details”** section (2nd button on left of screen)
- Click the **“Update Security Question”** button

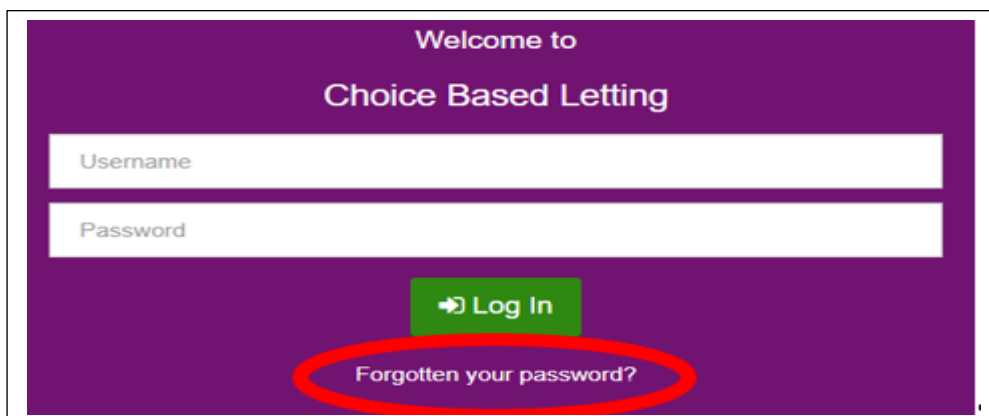


Now the previous questions that you have recorded can be modified, you can reject your changes by clicking the **“Cancel”** button

A screenshot of the 'Update Security Questions' form. The form has a purple header with the title 'Update Security Questions'. Below the header, there is a paragraph of text: 'To recover your lost password in the future please select an option from both the questions below and record answers that you will remember and use in case you need to recover your password.' There are two questions, both marked as 'Required'. Question #1 is 'What is your mother's maiden name?' with a dropdown menu and a 'Change' button. Question #2 is 'What was your first pet's name?' with a dropdown menu and a 'Change' button. At the bottom of the form, there are two buttons: a red 'Cancel' button and a green 'Save' button.

How to recover your Password

You can recover your password using the security questions that you have set. On the Login screen, click the **“Forgotten your password?”** button

A screenshot of the login screen. The background is purple. At the top, it says 'Welcome to Choice Based Letting'. Below that are two input fields: 'Username' and 'Password'. A green 'Log In' button is positioned below the password field. At the bottom of the screen, there is a red oval highlighting the text 'Forgotten your password?'.

- Enter your Username and click **“Next”**
- This will bring you to the Security Questions page, choose the questions that you previously answered and enter the answers to same and click **Verify**, if entered correctly you will see a new screen which will enable you to change your password.

New Password:

Confirm Password:

Proceed

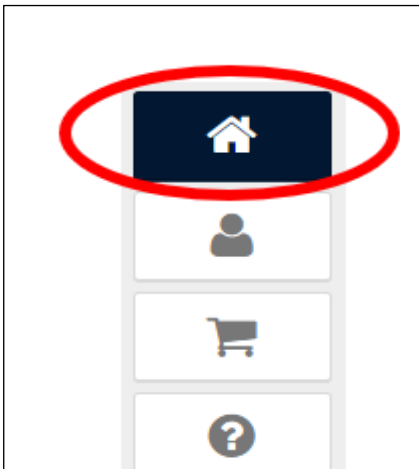
- Enter a new password and click **Proceed**, this will then bring you back to the Login Screen

How to use the CBL System

Open the CBL website on your browser, type in www.cbl.wexfordcoco.ie type in your username and password and click login and follow the instruction on screen.

Once successfully logged into the System click the house icon and you will be able to view all the Properties that are available throughout County Wexford.

NOTE: you will only be able to view properties that you have been approved for ie if you have been approved for a 2-bed house you will only be able to view 2-bed properties



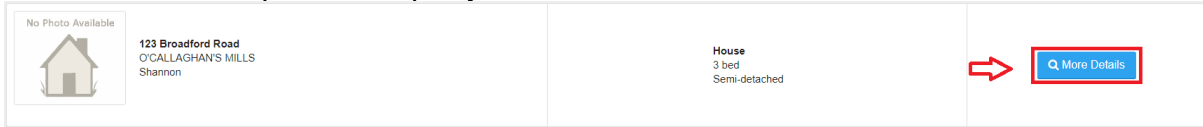
				Results : 2	
		Address 2 Ballinabrackey Meath	House 2 bed Semi-detached	<ul style="list-style-type: none"> ✓ Bath ✓ Driveway ✓ Garage ✓ Rear Garden ✓ Shower ✓ Gas Heating ✓ Oil Heating ✓ Private Entrance ✓ Stove Heating 	More Details
		Address 3 Carnaross Meath	Apartment 2 bed Mid-floor	<ul style="list-style-type: none"> ✓ Driveway ✓ Front Garden ✓ Shower ✓ Shared Entrance ✓ Back boiler Heating ✓ Open Fire Heating ✓ Walk in shower Bath ✓ Ground to Air heat pump Heating 	More Details

The System displays at maximum 20 Properties at once and if there are more, click the next page button or select the page number from the list.



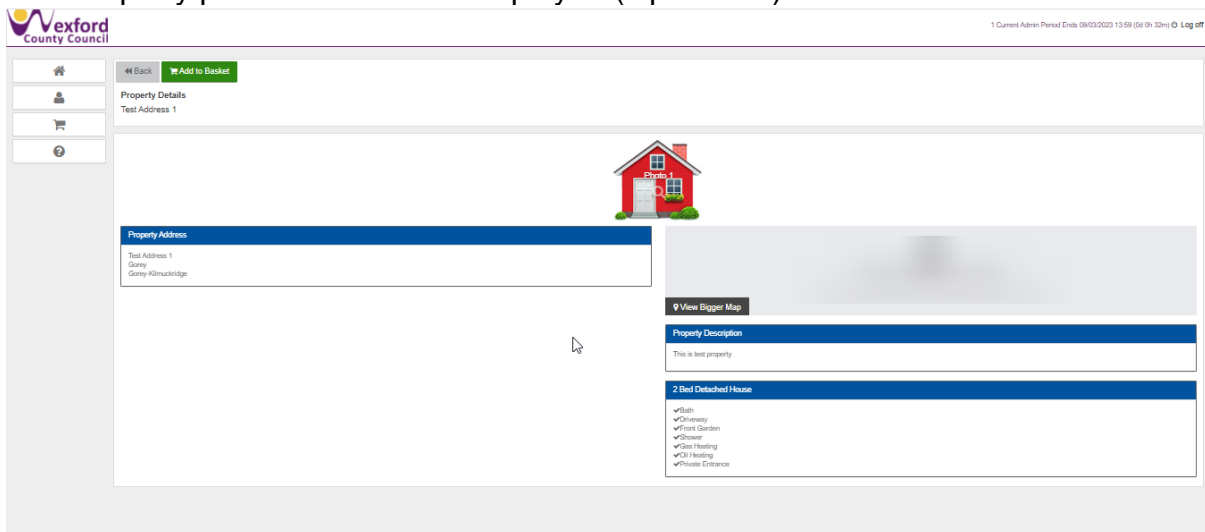
Property Details

You are able to view details of any Property presented on the Properties List by clicking the details button next to specific Property.

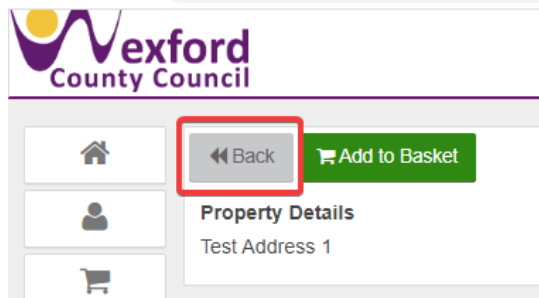


This results in the System displaying the following details of the Property:

- Area of Choice
- Municipal District
- Street name with house number and apartment number (if applicable)
- Eircode
- Number of bedrooms
- Whether it is an Apartment Type or a House Type
- In case of House - how the House is situated (e.g. detached, semi-detached, etc.)
- Property Features
- Additional Information text
- Description of the Property (if provided)
- Property photos will also be displayed (if provided)

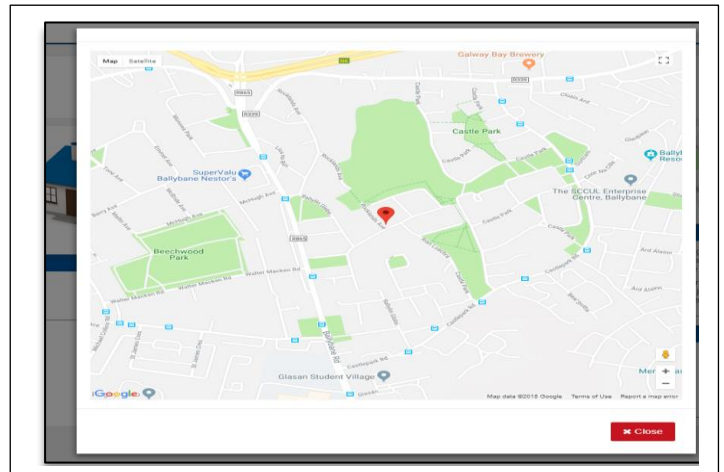


If you wish to return to the Properties List, you must click the back button.



Property Map

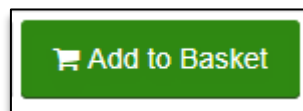
When viewing the Property Details you are able to see the Property's location on the map. If you find the map too small, click the link to open the map in another window. You also have the possibility to view the surroundings of the Property using Google Street View - to do so drag and drop the Street View icon near the Property location on the map.



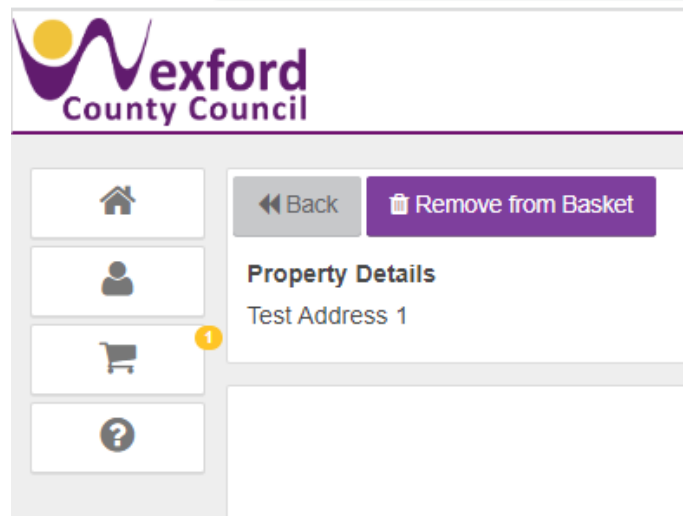
Add Property to Basket

When viewing Property details you are able to add the Property to the Properties Basket.

1. Click "**Add to Basket**" button.



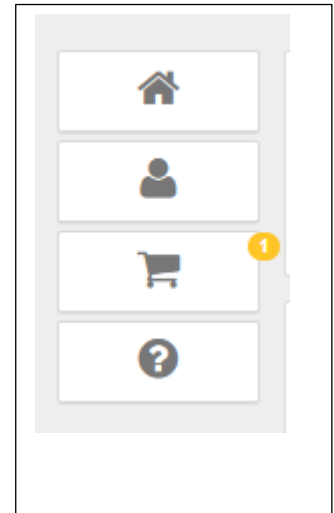
2. If this is the first Property in the Basket, the System displays the Basket link to clearly indicate that it is available for Checkout. The fact that the property has been added to the basket will also be reflected in the Properties list.



View Properties Basket

When there is at least one Property in the Basket, you are able to view its contents.

1. Click the Properties Basket button.
2. The System then displays all Properties that have been added to the Basket as a list. The System also displays a button that allows you to remove the Property from the Basket



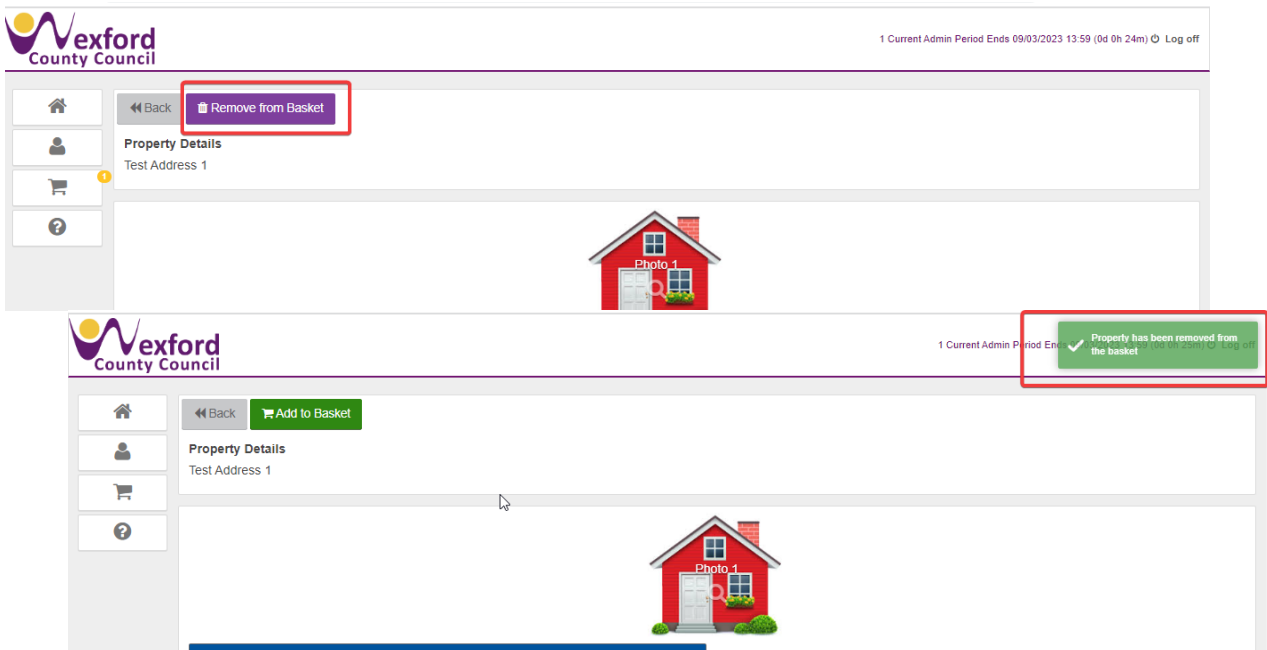
Remove Property from Basket

After you have added the Property to the Basket, you are able to remove that Property from the Basket before submitting the Basket.

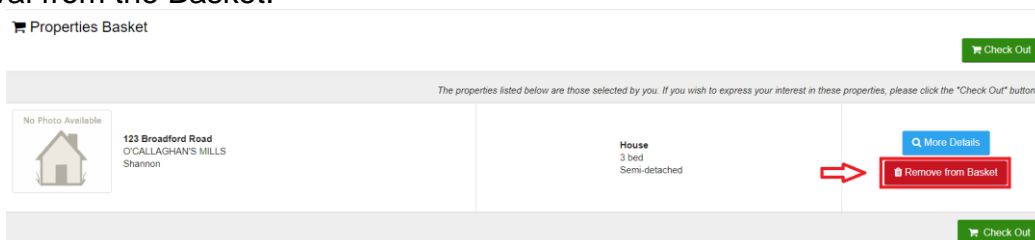
You can also remove your interest in a property at any point before the admin period has ended. The Default Admin periods are set to operate from 00:00 every Wednesday Morning and end at 23:59 every Tuesday Night.

There are two ways to remove a property from the basket:

1. **When viewing its details:** After you have added it to the Basket the button for adding to the Basket is substituted with the button to remove it from that Basket. Once removed, a pop up message will show that it has been removed.



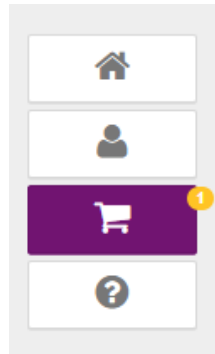
2. **When viewing the Basket:** For each item in the Basket you get the button that allows removal from the Basket.



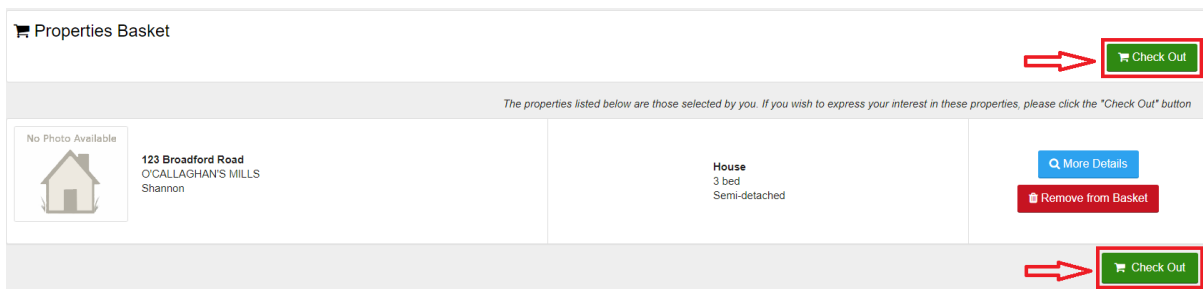
If you click either of these buttons the System removes the Property from the Basket and if you view that Property again you are able to add it back to the basket the same way that you added it before.

Check Out / Submit Basket

1. When you decide that the composition of the Properties Basket is to your liking click the button to check the Basket out.



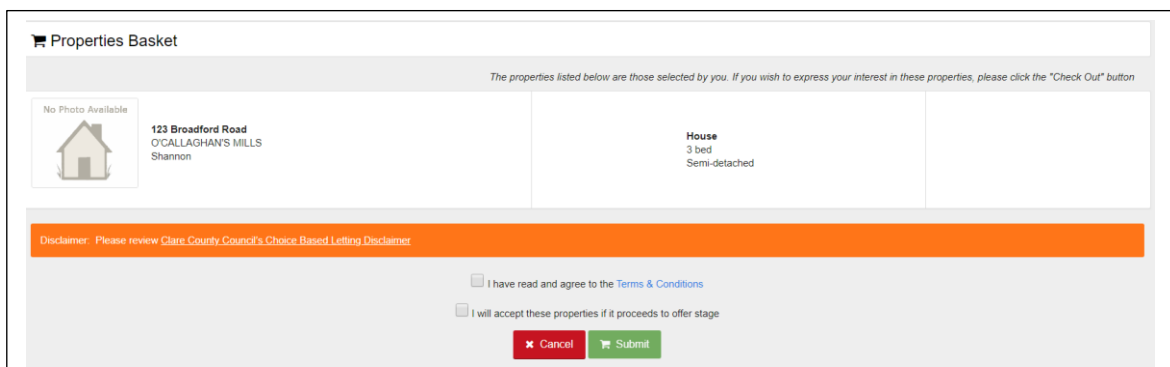
2. Once you review the Basket on the Checkout stage and are sure you wish to express your Interest in these selected Properties click the **“Check Out”** button.



3. Before submitting you are required to tick two checkboxes - one for agreeing to Terms & Conditions (view the T&C by clicking provided link) and another for stating that you will accept the Property when offered by the Council.

If you express interest in the Property but do not accept it when offered, you will not be entitled to make a further application under CBL for the allocation of a dwelling for a period of 1 year.

4. Only after these checkboxes are ticked are you able to click the **“Submit”** button.



- This is the last place where you are able to cancel submitting the Basket - to do so click the Cancel button, which will bring you back to the Checkout screen. If you decide to confirm at this stage your Expression of Interest is recorded against each of selected Properties.

In the case that Properties in your Basket that you haven't yet Checked Out and the CBL Period has ended then they will be removed from that Basket automatically.

View Receipt

Once you have successfully submitted the Properties Basket you are presented with the Properties Receipt - a list of Properties that you have just expressed the Interest for - the list is presented on the Checkout screen but with that difference that instead of buttons, next to each Property to which your Expression of Interest was successfully recorded for is displayed.

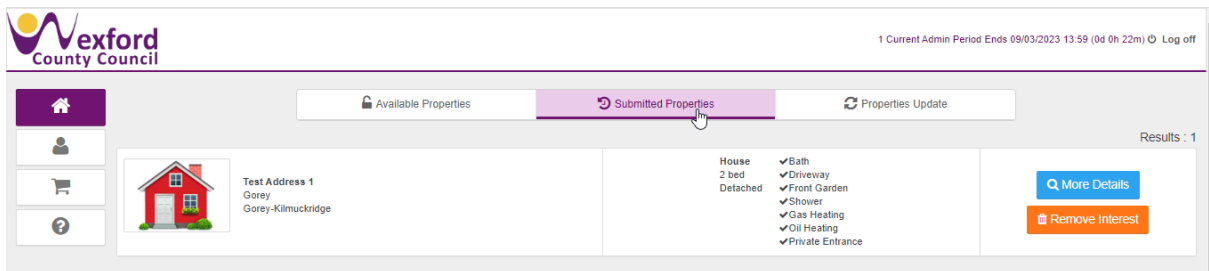
You are given two options on how to follow up:

- "Back to Properties"
- "Log Out"

View Submitted Properties

You are able to view the list of Properties that you have expressed interest in during current CBL Admin Period.

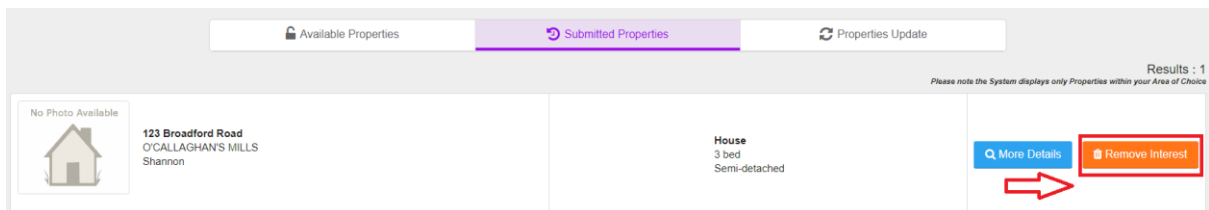
- Open the Selected Properties tab and there you can view the list of all Properties that you have added to the cart and then submitted.
- The Properties are displayed with the most recently submitted at the top and it is still possible to view their details.



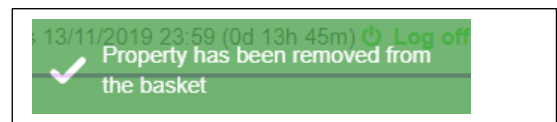
Remove Interest for Property

Once you have expressed interest for a Property you are able to remove that interest but only as long as the CBL Admin Period does not change.

- Click View Details on Checkout Properties list.
- Remove the interest by clicking "**Remove My Interest**"



- You will receive a confirmation popup of the removal as shown:



CHOICE BASED LETTING SUMMARY

1. Log on every week to view availability.
2. To be eligible for CBL you must be a Social Housing supports applicant i.e. on the Social Housing Supports List.
3. All eligible properties remain on the CBL system for one week (*Wednesday to the following Tuesday inclusive*) – you can express an interest or remove your expression of interest anytime within that week.
4. If your details have changed – complete a Change of Circumstances form and submit it to the housing department as soon as possible. If your details are incorrect this will affect the properties you can view. Only properties that you have been approved for will be visible to you on CBL system.
5. CBL is designed to be as fair as possible, as it gives all housing applicants including transfer applicants an equal opportunity to express an interest in available properties to meet their needs.
6. A 'suitable' dwelling is one that you have chosen to express interest in and that matches your housing needs.
7. You can express interest on a property outside your area of choice, but applicants who have the property listed as their area of choice will be given priority.
8. You can express an interest on multiple properties within the specified time.
9. If you are successful, you will receive a Letter of Offer. The house will then be marked as 'Allocated' on the CBL System. Only the successful applicant will be contacted in the event of an offer.
10. If you are offered a property that you expressed an interest in and then refuse it – you will not be able to apply for a CBL property for 12 months, however, this will not affect your position on the Social Housing Supports List.
11. Wexford County Council does not arrange viewings of properties.
12. Housing Allocations are made in accordance with the Housing Allocation Scheme.
13. Contact details for any queries, email cbl@wexfordcoco.ie or Customer Service Unit at 053-919 6000