

Frequently Asked Questions (FAQ)

- **1) What is Choice Based Letting (CBL)?**

Choice Based Letting is a way that you can express your interest in renting a suitable property in your preferred area. A 'suitable' property is one that you have chosen to express interest in and that matches your housing needs.

Please note that only those applicant households that have expressed an interest in a bid dwelling under Choice Based Letting whose household composition suits the property type will be considered.

Also note that you will need to log in every week to check whether you wish to express an interest in the properties advertised in that week.

- **2) What properties will be available using CBL?**

There will be a range of residential properties available. They will be advertised on the CBL website cbl.corkcity.ie. We will keep the list of available properties up-to-date but you will need to check it every week.

Please note that most properties will be advertised on CBL but not all such as those that are wheelchair accessible or properties required for particular circumstances such as elderly units.

- **3) Why is Cork City Council bringing in this new system?**

Choice Based Letting is being introduced as part of the Social Housing Strategy 2020. It will show you available properties for letting. It has worked well elsewhere. We believe it will work well here too.

- **4) What happens if several people are interested in letting the same property as me?**

If there is more than one household interested in letting the property that you are interested in, we will decide which household is allocated the property.

When deciding this, we will take account of factors such as:

- Your waiting time on Cork City Council's waiting list
- Your family size
- The type of property needed
- Your category under the Allocation Scheme and
- Good Estate Management

- **5) If I am interested in a CBL property, what do I do?**

You must place an expression of interest on it online. Please note that we will only contact the successful applicant and call them in for an interview.

Please note that contact made by Cork City Council with the applicant household which it is considering for allocation under choice based letting does not constitute an official offer of housing until such time as that applicant household has passed the vetting procedure of Cork City Council. This procedure comprises of an interview and a Garda Check and Estate Management clearance as well as the provision of updates to your housing file.

- **6) I don't have access to the Internet - what should I do?**

If you don't have access to the Internet, you are welcome to come into the Council Offices to use our computers. You can also go to your local library to use the Internet. You can also use a Smartphone or a tablet device to access the CBL website.

- **7) If I am offered a house will I be able to view it before I make a decision?**

You will be able to view the dwelling. However, you have already committed to taking it in the CBL website.

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- **8) If I get a property through this system will I be taken off the housing list?**

Yes, as you will be adequately housed.

- **9) Can I still make a Housing Assistance Payment/Rental Accommodation Scheme application?**

If you are an applicant on the Social Housing Support waiting list, you can still apply for HAP or RAS. Please note that HAP and RAS are social housing supports. If you are housed under HAP or RAS, you are adequately housed but may submit a transfer application request for consideration.

- **10) Will CBL affect my county council application?**

If you are housed through CBL, you are removed from both social housing support waiting lists. If you refuse a property offered to you under CBL, you will be deferred for one year off both social housing support waiting lists.

- **11) Will transfer tenants be eligible for CBL?**

Yes.

- **12) What is the difference between CBL and the current housing list?**

Applicants on the Social Housing Support waiting list can express interest online in CBL Dwellings advertised. If applicants do not express an interest in a property or the properties advertised, they will not be considered for them.

- **13) What happens to my preference areas with regard to Northside, City Centre and Southside?**

Preferred areas can cover up to three areas: Northside, City Centre and Southside. If, for example, you have selected an area in the Northside you will see all available properties in the Northside.

- **14) Is it first come first serve as to when I place my expression of interest online on a property in a given week?**

No. Allocations are made in accordance with the Allocation Scheme.

If there is more than one household interested in letting the property that you are interested in, we will decide which household is allocated the property. When deciding this, we will take account of factors such as:

- Your waiting time on Cork City Council's waiting list
- Your family size
- The type of property needed
- Your category under the Allocation Scheme and
- Good Estate Management

- **15) What will happen my time on the list with CBL? Will I still have the same time?**

Your time will remain the same. However, if you do not express interest in a property or in properties online, you will not be considered for them. As most properties will be on Choice Based Letting going forward, you will miss out on being considered for them if you do not place your interest online.

- **16) I am not able to work a computer, what should I do?**

A demo can be shown to you by a member of the housing staff.

- **17) How many houses can I submit a bid for?**

You can place one expression of interest per property advertised.

- **18) If I submit a bid for a house that was taken down from the website a few months ago, and is now back online, will my previous bid be taken into account?**

No. You will have to express interest online again if you have an active social housing support application.

Please note that Cork City Council reserves the right not to allocate a bid dwelling under Choice Based Letting to applicant households in a given week and reserves the right to re-advertise the bid dwelling again in another time period.

- **19) What if I miss the deadline for expressing interest in a property?**

You will not be considered for the allocation of that dwelling if you have not expressed an interest in it.

Please note that Cork City Council does not accept responsibility for applicant households that miss the deadline to express their interest in a property under Choice Based Letting.

- **20) What if I want a list of those that expressed an interest in the dwelling?**

Please note that details of individual household applicants for a bid dwelling under Choice Based Letting will not be available for public release in accordance with Data Protection requirements.

A Properties update category will be available to you on cbl.corkcity.ie to confirm that the property was allocated after a reasonable period of time.