Choice Based Letting System

User guidelines

Information on the Choice Based Letting system can be accessed via an icon on the home page of the council’s website www.waterfordcouncil.ie. The CBL system will be accessed via a Login Here button on the information page.

Once the Login Here button is clicked, the following screen appears. The applicant/transfer tenant will then have to log in using their PPS number and date of birth in the format 01/01/1980. Please note that only approved housing and transfer applicants can access the CBL system.

Fill in your PPS number, write your date of birth in form day/month/year eg 20/06/1979 and then hit the SUBMIT button.

On pressing the Submit! button, the system checks to see if your details match those of an approved housing applicant or transfer tenant. If not, you will be alerted that you cannot progress further and you will need to make contact with the Council’s Customer Services Department on 0761 10 2020 for help. If the details match, then you will be presented with the following screen, containing a list of the available properties:
Upon clicking on an address in the above list, the following screen is displayed, showing a picture of the property and its location on a map:

Upon clicking the image, a bigger image is displayed:
At this stage you can:

- view a larger map by clicking on that link
- Return to the list of premises 'Back to the list' button
- Express an interest in the premises by clicking the blue button
Upon expressing an interest, the following screen (re)appears

Thus, one’s choices appear in a box below the list of premises marked ‘My choice(s) from the above list’. You may then:

- Add another property to your list
- Remove a property from your list
- or do no more.

Once a premises appears in ‘My choice(s) from the above list’ you have notified the Council of your interest. That interest is deleted on pressing the remove button.

Applicants attention is brought to the fact that if you refuse an offer of a house that you have expressed an interest in, then you will be prohibited from making further expressions of interest on a CBL property for a period of one year.

You may log in to the system anytime from 9 a.m. Friday mornings to 12 p.m. Thursday evenings and change what you have selected.

The system is available online from Friday 9am to Thursday 12pm. A new list will appear the following Friday and if there are no properties available, the website will state this.

For any further queries on the system, please contact the Council on 0761 10 20 20.