

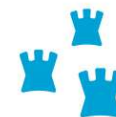
Dublin City Council

Housing SPC

11th October 2023

Agenda Item 5: Update on Choice Based Lettings

Bevin Herbert, SEO Housing Allocations / Homeless Operations

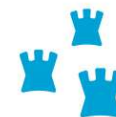


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Choice Based Lettings

A different approach to the allocation of social housing which is designed to place choice at the heart of our allocations scheme and more involvement for applicant households in selecting a new home.

- The Housing (Miscellaneous Provisions) Act, 2009 and Social Housing Allocation (Amendment) Regulations 2016 authorised and obliged Local Authorities to include for Choice Based Letting as part of its Adopted Allocations Scheme.
- Housing for All - 2. *Pathway to Eradicating Homelessness, Increasing Social Housing Delivery and Supporting Social Inclusion* refers to progressing the standardisation of the CBL systems in place across Local Authorities.
- Department of Housing direction is to ensure that CBL is implemented as widely as possible across the country and has undertaken a number of surveys to determine its uptake and impact



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CBL in DCC - 2023

- **Experience in 2023**

- In 2022 & 2023 we have been able to increase the number of available properties advertised via CBL e.g. Broomhill, Hillside Manor, Hampton Wood, Burnell Place (1,000+ applications in so far for 191 properties)
- Refusal rate for CBL in 2023 significantly lower

Jan - Sep 2023	Made	Accepted	Refused	% Refused
DCC offers	1035	807	223	22.02%
Nominations	483	392	91	18.83%
CBL	467	427	40	8.56%

- To end of Sept 26% of lettings have been filled through CBL – expect that to increase to 35% – 40% by year end
- Feedback has been positive so far from applicants
- People more aware of CBL and check in on Fridays to see what has been advertised

- **Monitoring**

- Recognise the need to monitor who is bidding and importantly who is not
- Reviews of CBL advertisements
- Feedback and transparency – moving to publish online position of successful applicant (not suitable for some lists in Band 1)
- **Ensure system does not in any way exclude vulnerable households**



CBL online

- **Current methods of application**

- Post
- Dedicated Email in each area office & allocations
- In person - Area Office & Allocations office

- **Introducing CBL online**

- An additional method of application
- Applicants can apply online
<https://www.dublincity.ie/residential/using/i-am-looking-home/choice-based-lettings>
- Applicants can only apply for what they are eligible for i.e. bed size / area of preference
- Applicants can apply for a number of properties at one time

- **Benefits**

- Customer centered
- Accessible for applicants
- No need to download / print / scan / email
- Immediate confirmation to the applicant of their CBL application
- Quicker turnaround time for processing and selecting successful applicants, particularly large developments
- Step by step tutorial available on line



Choice Based Lettings Application

[Welcome](#) [Waiting List Position Check](#)

Validation

Please enter your Waiting List Reference Number and Date of Birth, and then click Search.

Application Reference Number (E.g.: 14433) *

Date of Birth *

Choice Based Lettings Application

[Welcome](#) [Waiting List Position Check](#)

Application Reference Number: 91717

Area	Bed Size	Position	Waiting List
Area J Ballyfermot/Bluebell/Inch	2	17	Band 3 Housing
Area K Crumlin/Walkinstown	2	38	Band 3 Housing

* Positions may be subject to change as applicants may move within bands as their circumstances change. Persons on the Housing List will not be offered accommodation if their incomes are not in accordance with the Income Thresholds.



Adding a Property

Based on your Waiting List search we confirm that there are Choice Based Lettings properties for the areas you have registered your interest for.

To see the list and apply for the property click on Add Property; you can apply for multiple properties from the list by choosing Add Property again.

Add Property

Which property or development are you interested in? *

Current Waiting List Position *

Add Property

[Cancel](#)

Which property or development are you interested in? *

Current Waiting List Position *

38

Add Property

[Cancel](#)

Thank you for submitting your choice based letting application CBL553089117 for a **2 Bed - Apartment - Crumlin Road Flat Complex, Crumlin, D12**

If you wish to make another application please click [here](#).

[Download PDF](#)

[Continue »](#)



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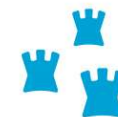
Applicants with Specific Disadvantages & Selection of Properties

- **Applicants with Specific Disadvantages**

- Support is available from staff in our central and local offices, local libraries and support workers in homeless services
- Further supports provided by community based services, citizen information and advocacy organisations
- Adding two dedicated CBL support spaces in Allocations Public Space over the coming weeks
- As part of future development of Housing IT system, seeking to include option for automatic selection of candidates – currently staff are doing this when requested for a small number of applicants

- **Selection of Properties**

- We will continue to increase allocation of properties through CBL with the following exceptions:-
 - Properties designated for older persons will not be advertised via CBL unless with prior agreement from Local Area Committee
 - Properties adapted for persons with physical / medical need
 - Properties required for urgent allocation e.g. fire / flood /regeneration
 - Targeted Homeless Lettings



Communications

- Notify all Councillors
- Advertise on all social media platforms
- DCC website on the Home page
- Posters in area offices
- Notify community based services, support services and advocacy organisations
- **Online service will be live for use from 16th October 2023**



THANK YOU

ANY QUESTIONS?



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