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## Letter of Explanation: Post-Move-In Deposit Request

This letter intends to explain the circumstances that led to CCC submitting the Security Deposit authorization request for the below member, following the move-in date as reflected on the attached Residential Lease Agreement. While CCC aims to submit all Security Deposit authorization requests prior to move-in, emergencies, unforeseen challenges or other factors beyond our control may occasionally result in a post-move-in submission. We appreciate your continued support and consideration.

**Member:**  
**Member ID:**  
**Move-In Date:**  
**Submission Date:**  
**Housing Case Manager:**

<b>Circumstances:</b> <i>(select all that apply)</i>
<b>Incomplete Documentation:</b> Landlord, Member or other third-party delayed providing required documentation, necessary for CCC's internal Underwriting review procedure prior to Managed Care Plan review submission.
<b>Emergency Move-In:</b> The member had to move in quickly due to urgent circumstances related to housing insecurity, leaving little-to-no time for preemptive preparation of documentation by Housing Case Manager.
<b>Case Manager Workload:</b> The case manager had a high workload or competing priorities, causing a delay in processing the security deposit request.
<b>Miscommunication:</b> There was a misunderstanding between the member, landlord, and/or case manager about when the security deposit would be submitted.
<b>Eligibility Delays:</b> Verification of the member's eligibility for health coverage or housing support took longer than expected, postponing the request.
<b>Policy Changes:</b> A change in the housing program's policies or procedures after the member moved in required the case manager to adjust the security deposit request.
<b>Landlord's Late Payment Request:</b> The landlord did not request the security deposit until after the member had moved in, delaying the case manager's submission.
<b>Member's Initial Deposit Payment:</b> The member initially paid the security deposit out of pocket, but later requested reimbursement through the housing program, triggering a retroactive request.
<b>Move-In Condition Inspection Delays:</b> The security deposit request was held until a move-in condition inspection was completed to confirm the property met program standards, which was delayed.
<b>Other:</b>