Resident Handbook

Energy Independent Living Homes

Welcome

Welcome to Energy Independent Living Homes. This residence is shared independent housing. Our goal is a clean, safe, respectful home where residents maintain control of their own daily lives.

Your Bedroom and Common Areas

Your lease identifies your private bedroom and the common areas you may use. Respect other residents' rooms and belongings. Common areas are shared and should be left reasonably clean after use.

Rent and Payments

Pay rent according to your lease. Use the approved payment method and keep receipts. Contact property management promptly if you have a payment issue; do not assume a payment arrangement exists unless it is confirmed in writing.

Maintenance

Report repair problems to 757-769-2909 / energyilh@gmail.com. For active fire, gas odor, serious flooding, or immediate danger, call 911 first where appropriate.

Emergency Contacts

Emergency: 911. Behavioral health/crisis support: 988 or local crisis resources. Housing/property issue: Keenan Brown. These numbers do not create a duty for the landlord to provide clinical care.

Medications and Healthcare

You are responsible for your medications, healthcare, appointments, and service providers. The housing company does not administer or remind you to take medication and does not maintain medical records.

Food

Residents generally purchase and prepare their own food. Label personal items when helpful and use assigned refrigerator/cabinet space.

Transportation

You arrange your transportation. You may use public transit, paratransit, Medicaid transportation when eligible, rideshare, family, or other services.

Visitors

Visitors are welcome subject to the guest provisions in your lease/house rules. Visitors must respect the property and other residents.

Privacy

Property staff will treat your bedroom as rented private space and enter only as permitted by law/lease. Staff do not conduct clinical wellness checks or search personal belongings except as lawfully permitted.

Reasonable Accommodations

If a disability-related need makes a rule, policy, or physical feature difficult, contact Keenan Brown to request a reasonable accommodation or modification.

Outside Supports

You may independently use outside home-health, behavioral-health, case-management, peer, transportation, or other providers. The housing company does not require a particular provider.

Complaints

Housing complaints may be submitted to Keenan Brown. Fair-housing concerns may also be directed to the Virginia Fair Housing Office or other appropriate agency.

Moving Out

Give the notice required by your lease. Return keys, remove belongings, provide a forwarding address, and participate in the move-out inspection process as applicable.

Resident Acknowledgment

I received this handbook and understand that it is a housing guide, not a treatment or care plan.

_____ _____

Resident Date

_____ _____

Housing Representative Date