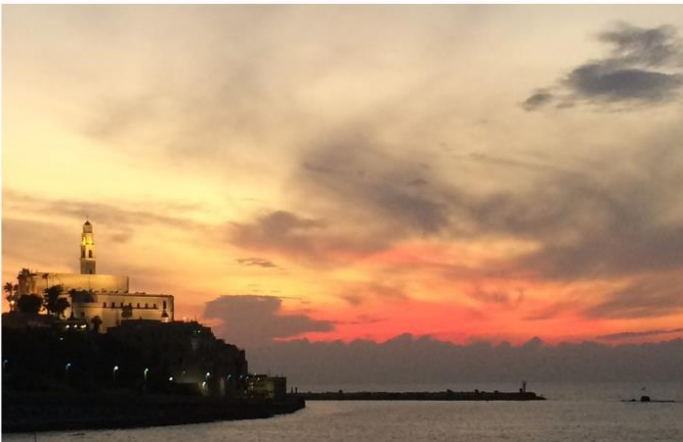




**UNITED STATES EMBASSY**  
**JERUSALEM**  
**AND BRANCH OFFICE**  
**TEL AVIV**  
**OFFICIAL MISSION**  
**HOUSING HANDBOOK**





## EMERGENCY TELEPHONE NUMBERS

For EMERGENCIES, always contact Israeli authorities first,  
and then Post One

**POLICE 100**

**AMBULANCE 101**

**FIRE 102**

**POISON CONTROL 04-854-1900**

**POST ONE (24 hrs.) 03-519-7551**

### During Business Hours (8:00 to 16:30)

EMBASSY SWITCH BOARD 03-519-7575

EMBASSY HEALTH UNIT 03-519-7323

FACILITY MANAGEMENT 09-971-2249

### After Business Hours (16:30 to 8:00)

EMBASSY DUTY OFFICER 057-420-6860

MEDICAL DUTY OFFICER 03-519-7551

FACILITY MANAGEMENT 050-202-2612

## IMPORTANT TELEPHONE NUMBERS

ELECTRIC CORPORATION 103

PHONE DIRECTORY ASSISTANCE 144

HERZLIYA MUNICIPALITY (Trash pick-up) 09-959-1515

### Facility Management (FAC)

Akram Elfeki (Senior Facility Manager) 09-971-2207

Benny David (Residential Supervisor) 09-971-2216

Mouhamed Kaboub (Residential Work Orders) 09-971-2208

### GSO Housing Office

Brandon Reynolds (Housing Officer) 09-971-2238

Christina Meridoch (Housing Supervisor) 09-971-2210

Lior Mizrahi (Make Ready Team Leader) 09-971-2242

Gil Simchon (Housing Inspector) 09-971-2206

Reuven Zohar (Housing Inspector) 09-971-2243

### Property Management and Warehousing

James Henry 054-562-1114

### Single Real Property Manager

Jamie Moore 03-519-7330

### Supervisory General Services Officer

Brandon Reynolds 03-519-7310

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**WELCOME TO  
UNITED STATES EMBASSY  
JERUSALEM  
AND BRANCH OFFICE  
TEL AVIV**

4 The GSO Housing Office welcomes you to U.S. Embassy Jerusalem Branch Office Tel Aviv and wishes you a great tour!

This handbook has been prepared to assist you as you adjust to your new home in Tel Aviv.

Much of the information contained herein is based upon pertinent U.S. Government regulations as contained generally in 15 FAM. Anyone desiring clarification of any subject contained in this booklet, or any information that is not adequately addressed here, should feel free to consult with the GSO Housing Office or your agency administrative section.

We realize that housing plays a large part in the morale of Government employees overseas. Thus, the Inter-Agency Housing Board (IAHB), the Management Section, the Facilities Management Office, and the General Services Office are committed to providing comfortable and appropriate housing to all employees and their families.

Because housing quality is a major factor in the overall morale here at post, our goal is to maintain an equitable, quality housing pool that satisfies both the needs of our customers while considering the limited inventory available in country as well as mandatory space and budgetary constraints.

Once you have been assigned to quarters, your main point of contact is the GSO Housing Office. This office is dedicated to making our housing program a success.

This handbook is also available electronically on Embassy Branch Office Tel Aviv's SharePoint site under the General Services Office, subsection Housing. We encourage you to read it carefully and to keep it available for ready reference throughout your stay in Tel Aviv.

## HOUSING IN TEL AVIV

Housing in Tel Aviv is considerably smaller than U.S. housing and typically has very little storage space. It generally consists of multi-story apartment buildings (mainly located downtown or in the adjacent greater Tel Aviv area), or in single-family homes (in the northern suburbs in and around Herzliya). The type and location of housing is dependent on three main factors: The assigned employee's position rank, family size, and the availability of residences at the employee's time of arrival. Where possible, employee preferences such as proximity to schools and building amenities are considered but are never guaranteed.

The following are the three most common areas available for housing assignments:

### Tel Aviv

Tel Aviv is a large city and those who enjoy city life will certainly enjoy Tel Aviv's vibrant and busy environs. Most downtown apartments are in high-rise buildings and their locations in the city vary. Most Tel Aviv apartments are a convenient 20 – 30 minute walk from the front door of the Embassy Branch Office. There are tradeoffs to living in the city, such as older buildings smaller apartments (< 85sqm), minimal storage space, city noise, and frequent construction projects (including work on Sundays). Yet, living in Tel Aviv provides unequalled and enviable access to amazing restaurants, shopping, a vibrant nightlife, and beautiful beaches. Those wishing to live in the city should be prepared to ship significantly fewer household effects and personal furniture.

### Ramat Aviv

Ramat Aviv neighborhoods are almost exclusively apartments and tend to be slightly larger with better access to green spaces than those in the downtown area. The best of both worlds, it's an easy 20-minute drive south (30-minute bike) to the Embassy Branch office, a 20-minute drive north to the Embassy recreation center in Herzliya, and the beach, cafes, and shops are generally within walking distance. Parks, dog parks, sports facilities, exercise classes, and swimming pools are typically available. As with downtown apartments, separate storage facilities are rare and those assigned to Ramat Aviv should be prepared to ship significantly fewer household effects and avoid shipping any personal furniture. For families who don't want the responsibility of maintaining a single-family home, this is a great option as the American International School is only a 35-minute drive away

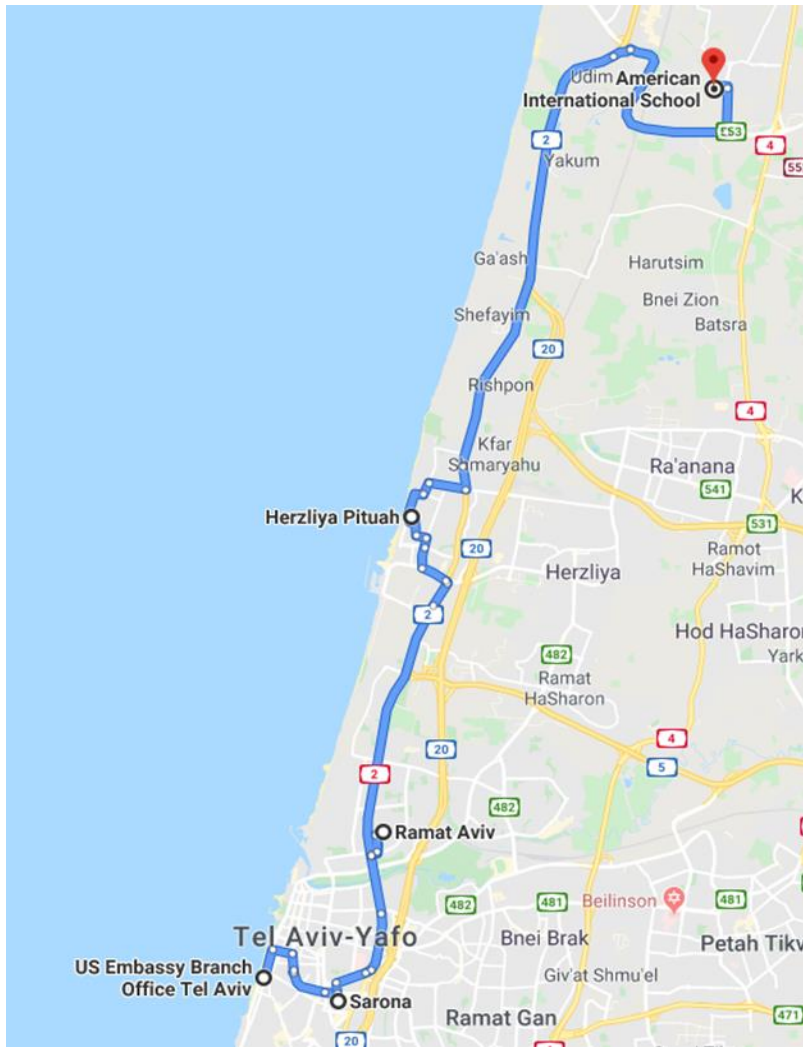
### Herzliya and Kfar Shmaryahu

The Embassy owns and leases many suburban homes, duplexes, and apartments north of Tel Aviv, in and around the suburbs of Herzliya and Kfar Shmaryahu. These neighborhoods are, on average, a 25-minute drive to the American International School and a few minutes from the Embassy Recreation Center. Homes in Herzliya are close to several shopping malls, supermarkets, movie theaters, restaurants, and cafes. A privately-owned medical center frequented by U.S. diplomats is also located here. Small parks and trees are abundant and many of the homes have small- to medium-sized yards with automatic sprinkler systems. Please keep in mind that it is the tenant's sole responsibility to



maintain yards and gardens. If the size of your residence is an important factor, suburban residences tend to be considerably larger than other housing options but are still generally short on storage.

## MAP OF HOUSING AREAS AND AMERICAN INTERNATIONAL SCHOOL



## PART ONE: POST HOUSING POLICY

### 1. Introduction

**What is the purpose of this policy?**

The Overseas Housing Program aims to provide safe and secure housing that meets the professional and personal requirements of employees at a cost advantageous to the U.S. Government. 15 FAM 211.1 (a)

U.S. Embassy Jerusalem – Embassy Branch Office Tel Aviv

SENSITIVE BUT UNCLASSIFIED

defines "adequate housing" as "comparable to what an employee would occupy in the Washington metropolitan area, with adjustments for family size and locality abroad." Maximum sizes for Embassy housing are established and enforced by the Office of Overseas Buildings Operations (OBO) in Washington, DC.

### **Does this policy apply to everyone at Post?**

This policy applies to all employees/agencies under the authority of the Chief of Mission.

### **What is Post Management's role?**

The Management Counselor serves as the Single Real Property Manager (SRPM), and as such holds overall responsibility for implementing policies, procedures, and regulations pertaining to the real property program.

The GSO Housing Officer and the Facility Manager provide expertise to the SRPM and the Inter-agency Housing Board (IAHB) concerning the management of the housing program. They are directly responsible for implementing the program.

The Post Realty Supervisor, who reports to the GSO Housing Officer, is the Post's housing expert. The Realty Supervisor manages Post's real estate portfolio, and coordinates with relevant stakeholders to ensure Post's pool of housing meets all safety and security requirements.

## **2. Post Interagency Housing Board: The IAHB and its Role and Composition**

15 FAM 212.2-2 (c) describes the Post IAHB, because of its representative composition and its familiarity with local housing conditions, as the best vehicle for administering post housing policy and procedures and directs the Post IAHB to ensure that these policies and procedures are equitably applied to employees of all agencies. Members of a Post IAHB are thus expected to be fully conversant with the framework of 15 FAM criteria on space standards, rank, family size, etc., and to apply these standards fairly and consistently.

### **Responsibilities**

The IAHB approves the housing assignments of all employees whose agencies participate in the housing program. Exercising its best collective judgment, the Housing Board seeks to reconcile an employee's housing requirements with the intent of Government regulations, and to make decisions that can be logically defended as in the best interests of the United States Government.

### **Membership**

The Mission's Inter-Agency Housing Board consists of eight voting members and five ex-officio, non-voting members:

The Single Real Property Manager (SRPM) is the Management Counselor. S/he is the post authority on all real property issues and the liaison with the Bureau of Overseas Buildings (OBO) on all real property management matters.

The Housing Officer is the General Services Officer (GSO). S/he is responsible for identifying and leasing appropriate short-term lease and long-term lease housing units as required for the housing inventory; and for proposing leased and U.S. Government-owned housing assignments to the Post Interagency Housing Board for approval.

The Regional Security Officer (RSO) surveys and assesses security conditions in residential locations and facilities commonly used by U.S., foreign diplomatic, business and expatriate personnel; inspects prospective residential properties to evaluate acceptability from the standpoint of security; and recommends appropriate security upgrades.

The Community Liaison Officer (CLO) serves as a representative of the community and advises the board on the needs and wants of the community-at-large. The CLO helps to ensure that the IAHB properly takes the morale and welfare of spouses, children, and other members of household into consideration during the assignments process.

The Post Occupational, Safety, and Health Officer (POSHO) advise the board on safety issues. The POSHO surveys and assesses safety conditions in residential locations; inspects prospective residential properties to evaluate acceptability from the standpoint of safety; and recommends appropriate safety improvements and upgrades.

### 3. Housing Assignment Procedure

GSO reviews available housing, employee questionnaires, and preference memos to compile a list of recommended housing assignments for incoming personnel. This list, along with copies of all written correspondence between the GSO Housing Office and the incoming officer, is provided to the IAHB along with a recommendation on possible housing assignments. The IAHB makes the final determination on the assignments.

Assignments are made from the existing pool of leased and owned units. When new leases are needed, they are acquired by the GSO Housing Office within the context of long-term post requirements and not for one employee or family. The SRPM reviews all Housing Board decisions for compliance with regulations and post policy. However, the GSO Housing Office is available to discuss general post housing policy and personal preferences with incoming employees prior to the Housing Board making the assignment. Information about the criteria for housing assignments can be found in sections 5 and 6 below. Note that while the GSO Housing Office and the IAHB discuss all preferences expressed by incoming employees with the goal of satisfying every employee, housing assignments are limited not only by U.S. Government regulations but also by the depth of the housing pool, financial considerations, and timing/arrival date.

→ **Note: There is no guarantee that all or any personal preferences will be met.** The priority of the Inter-Agency Housing Board is to ensure that occupants move directly into their assigned residence whenever possible to minimize the costs and inconvenience of temporary quarters. Housing that meets the criteria outlined in sections 4 and 5 of this handbook are assigned to minimize the need for temporary quarters ahead of personal preferences.

#### 4. Government-Owned Housing

The U.S. Government owns approximately 40 single-family residences of varying sizes in the northern suburbs of Herzliya and Kfar Shmaryahu. Per 15 FAM, first consideration for U.S. Government-owned housing must be given to employees of the Foreign Affairs Agencies (Department of State, Department of Agriculture, Department of Commerce, USAID) and DAO. After first meeting the requirements of the Foreign Affairs Agencies, any remaining government-owned property may be allocated to other agencies at post in such a manner as to serve their needs and achieve maximum savings for the U.S. Government. In this case, the other agency may be required to fund a similarly sized leased unit for a Foreign Affairs Agency. If U.S. Government-owned housing is available when an employee is assigned to Post, and it fits the family size and specific needs, the U.S. Government-owned housing must be filled first, regardless of personal preference.

#### 5. Criteria for Housing Assignment: Position Rank and Family Size

The IAHB assigns housing based on position rank and family size per U.S. Government regulations (15 FAM 264).

When an employee is assigned to a position above or below his/her rank, the rank of the position, not the rank of the employee, determines the employee's maximum space authorization. Position reclassification during an employee's tour of duty is not a justification for changing a residence.

Table 1 shows rank tiers and grade equivalents for housing space standards

**Table 1: RANK TIERS AND GRADE EQUIVALENTS**

Group	Position Rank			
	FS	GS	MILITARY	WAGE SYSTEM
<b>EXECUTIVE</b>	SFS	SES GS-18 GS-17 GS-16	O-10 O-9 O-8 O-7	
<b>MIDDLE</b>	FS-01 FS-02	GS-15 GS-14 GS-13	O-6 O-5/W-5 O-4/W-4	WS-14-19 WL-15 Productive Support Equivalents
<b>STANDARD</b>	FS-03 FS-04 FS-05 FS-06 FS-07 FS-08 FS-09	GS-12 GS-11 GS-10 GS-09 GS-08 GS-07 GS-06 GS-05	O-3/W-3 O-2/W-2 O-1/W-1 E-7/8/9 E-5/6 E-1/2/3/4	WS 8-13 WL 6-14 WG 12-15 Productive Support Equivalents

Family size is determined by the number of official family members residing permanently (defined as more than 50 percent of the year) with the employee. The family members must be listed on the employee's official travel authorization.

An employee who has official family members residing away from Post (i.e., family members who reside at Post less than 50 percent of the year) can receive a maximum authorization increase of 16 square meters for every two family members residing away from Post, 32 square meters for every four, etc.

This same space increase also applies for an employee who shares legal custody of a child or children from a previous marriage, and it is anticipated that the child or children will visit Post regularly.

Post management and the IAHB shall not consider family members receiving Separate Maintenance Allowance (SMA) or members of Household (MOH) when determining your space authorization.

**Table 2: SPACE ALLOTMENTS PER RANK AND NUMBER OF OCCUPANTS**

Group	Units	Number of Occupants			
		1-2	3-4	5-6	7+
EXECUTIVE	Sq Meters	158	199	229	240
	Sq Feet	1700	2146	2465	2592
MIDDLE	Sq Meters	120	174	203	215
	Sq Feet	1296	1870	2188	2316
STANDARD	Sq Meters	109	158	184	195
	Sq Feet	1168	1700	1976	2403

➔ Note: Keep in mind that apartments are usually smaller than the employee's maximum space authorization.

## 6. Criteria for Housing Assignment: Other Issues

The GSO Housing Office and the IAHB will consider and do their best to accommodate the following factors in making housing assignments (note the GSO Housing Office may require written confirmation by the Regional Medical Officer (RMO), RSO, or POSHO).

**These items should be brought to the GSO Housing Office's attention immediately. Sensitive medical issues may be routed through Post's Health Unit to preserve personal privacy.**

- Physical handicaps
- Certified medical conditions
- Documented extraordinary security requirements

- Safety of infants, toddlers, or elderly parents on orders
- School requirements of EFM's
- Parking for vehicle(s) authorized to be shipped to post at USG expense. Includes POV(s) and GOV which employee is regularly required to take home as stipulated by his/her duties

**Please note that failure to disclose items relevant to your housing assignment may preclude them from being considered in the petition/appeal process later.**

## 7. Petitioning and Appealing Decisions

Once employees are assigned to appropriate housing, it is expected that they will remain so assigned until their departure. It is the responsibility of the employee to inform the GSO Housing Office of problems and concerns with his/her assigned residence. Maintenance, repair, security failures, and other concerns should be addressed in a timely fashion to the GSO Housing Office so that remedies can be found. For more serious discomforts or structural concerns, the employee should work with the GSO Housing Office and the Facilities Maintenance teams to identify suitable fixes. The GSO Housing Office is responsible for dealing with landlords; occupants should not engage directly with landlords.

### Directed Moves

Circumstances sometimes arise which necessitate a change in residence. Following the submission of a formal appeal, the GSO Housing Office with input from RSO and/or HR, the SRPM may approve a directed move due to circumstances beyond the employee's control. These include the following circumstances:

1. The termination of lease by landlord.
  2. One or more security concerns that render the unit unsafe, as determined by RSO. (GSO will terminate lease.)
  3. One or more continuing maintenance or safety problems that render the unit uninhabitable as determined by Facilities Management. (GSO will terminate the lease.)
  4. An increase in family size, when the employee will remain at post for 24 or more months and the current housing assignment is no longer appropriate.
  5. A documented medical reason, with documentation and concurrence from RMO, State/MED.
- The degree of the problem often determines whether this is considered a directed move or should be forwarded to the IAHB for adjudication through the appeal process. As an example, there may have been several thefts at one unit causing concern to the occupant and to the Housing and Security Offices. The following two outcomes may ensue:
1. The RSO may say that the house no longer meets the security standards and cannot be made to meet the security standards; therefore, the RSO is recommending that the unit be removed from the housing pool immediately. The SRPM and GSO Housing Office would consider this a directed move.
  2. The RSO may agree that the unit is no longer fully desirable, although it does meet the security standards or the RSO may agree that there were security faults in the past, but after mitigation efforts, that the unit now meets all Security Standards and is appropriate to keep in the pool. In such an instance, the case should go to the IAHB for adjudication.

## Petitions

While rare, if post maintains enough vacant U.S. Government-held units, employees may petition post's IAHB for alternative quarters prior to occupying their assigned quarters. Such petitions must not involve the acquisition of new leases and are strictly limited to currently vacant properties already in the housing pool. The SRPM and post's IAHB are required to consider several factors in granting a petition including possible increases in maintenance costs; change in cost to agencies (e.g., preoccupancy painting, cleaning, or transient lodging), increasing the difficulty for efficient make-ready scheduling including effects on incoming families; and why the initially assigned residence no longer makes sense. Note that if the government incurs increased costs due to a reassignment approved for an employee's personal reasons, the employee (not the employee's agency) must fully pay for all additional costs—including any make-ready expenses making this a costly proposition.

Filing a petition on a housing assignment does not preclude a subsequent appeal.

## Appeals

The IAHB at post recognizes two types of appeals at post: Security, Maintenance, and Health (SMH) appeals and Personal Preference appeals.

### Security, Maintenance and Health Appeals (SMH Appeals)

If an employee believes that assigned quarters do not meet minimum housing standards and that serious or dangerous flaws have not been addressed by the GSO Housing Office, the Facilities Management team and/or the RSO, a formal appeal may be submitted to the IAHB. This written statement should be sent to the SRPM, GSO, and IAHB Chairperson, who will ensure its prompt review. The appeal should briefly describe the reasons the employee believes the housing assignment is inappropriate or inadequate. There must be a strong justification for the requested change that is consistent with housing policies.

### Personal Preference Appeals

Personal preference appeals are submitted in cases where employees wish to move because they find some aspect of their current residence undesirable.

Understanding that the GSO Housing Office may not rent new properties to accommodate personal preference appeals, employees who believe that they have an unusual situation that does not rise to the level of an SMH Appeal but still warrants consideration should make an appointment to speak with the GSO Housing Officer. Personal preference appeals will require the support of the employee's sponsoring agency, and the SRPM.

*No personal preference appeals will be considered if the employee has 18 months or less left at post.*

### When an Appeal is Approved

If an appeal is granted by the IAHB, the appealing parties' current housing assignment is broken immediately, and the decision is final. The employee will begin the housing process anew following the

same procedures as incoming employees and is expected to move as soon as the new assigned residence is ready for occupancy.

In cases of directed moves, the GSO Housing Office will arrange for the payment of all costs associated with the move. The SRPM at post must approve all directed moves.

With a Personal Preference appeal, all costs associated with an approved move will be paid by the employee (6 FAH-5 H-524 including: check-out from existing quarters, new make-ready requirements on existing quarters, the actual cost of the move, and any lease termination costs including decommissioning). This process can be quite costly, and all appealing employees are encouraged to discuss the process in detail with the GSO before proceeding with an appeal.

### **When an Appeal is Denied**

If the IAHB denies an appeal, the employee may take his/her appeal in writing to the Deputy Chief of Mission through the SRPM. If the appeal is not resolved to the satisfaction of the employee, it may be sent to Washington for review by the Overseas Buildings Office (OBO) and the parent agency of the employee. If the appeal is found to have merit, it will be sent to the IAHB in Washington D.C. for final adjudication. In instances where the Washington IAHB is asked to make a ruling, the decision will be final and binding.

## **8. Representational Space**

The maximum housing space standards, established by OBO in Washington, already take into consideration representational requirements. It is not the Housing Board's policy to make or alter a housing assignment based primarily on representational concerns. Only the Ambassador and DCM are guaranteed representational space, as they host most large representational events.

## **9. Miscellaneous Issues Regarding Your Housing Assignment**

### **Assignment Extensions and Curtailments**

All assignment extensions must be cleared through the SRPM to ensure that housing is in place for the affected officer. While the SRPM does not approve an extension for non-State agencies, failure to alert post may require a mid-tour move at the expense of the sponsoring agency.

### **Tandem Employees**

Tandem couples assigned to Branch Office Tel Aviv receive the space authorization for the senior member of the couple (senior in position rank).

### **Residential Security Guidelines**

All residential properties in the Branch Office Tel Aviv Housing Program have been reviewed and approved by the RSO to ensure they meet the security requirements as outlined in Department of State 12 FAM 330 (Residential Security Program) and 12 FAH-6 and 12 FAH-8 (Diplomatic Security Service handbook).



The RSO manages the post security program and can provide additional information/ guidance upon request.

## **Safety Guidelines**

All residential properties in the Branch Office Tel Aviv Housing Program have been reviewed and approved by the POSHO to ensure they meet the safety requirements as outlined in Department of State 15 FAM 900 (Safety, Health, and Environmental Requirements for Real Property).

The POSHO manages the post safety program and can provide additional information/ guidance upon request.

## **PART TWO: OCCUPANCY OF U.S. GOVERNMENT-PROVIDED HOUSING**

### **1. Responsibilities**

The General Services Office (GSO), Facilities Management Office (FAC), and you as the occupant are responsible for maintaining your residence. 15 FAM 630 defines these responsibilities.

#### **U.S. Government Responsibilities**

The General Services Office is responsible for ensuring landlords' compliance with all maintenance and repair provisions of the lease; this is generally limited to structural repairs and common spaces. In addition, Facilities Management will undertake repairs that are nominal in scope, beyond the capabilities of occupants and/or not within the responsibilities of the landlord.

#### **Your Responsibilities**

Each tenant is responsible for maintaining his/her unit in neat and presentable condition at all times.

**Routine:** Each tenant is responsible for routine maintenance requirements in his/her residential quarters. In general, this includes what is normally expected of an occupant in the U.S.: replacing light bulbs (interior and exterior), cleaning windows, minor adjustment of household equipment (tighten screws, hinges, cleaning faucet screens, cleaning appliances, and replacement of batteries in the smoke alarms & carbon monoxide alarms etc.).

**Yards/Balconies:** Each tenant is also responsible for maintaining his/her yard and lawn and for keeping yard/terrace/balcony clear of leaves and/or debris. Damage resulting from not cleaning will be the responsibility of the occupant.

**Emergencies/Severe Problems:** Each tenant is responsible for reporting severe maintenance problems, such as leaks or insect damage via work order through MyServices. In cases of emergency, dial the Tel Aviv FAC emergency number at 050-202-2612. Failure to notify either the GSO or FAC in a timely fashion may result in the occupant being held liable for the damage.

Some multi-unit residential buildings have in-house maintenance services. Occupants must always check with the GSO Housing Office prior to requesting any services from in-house staff at their building to

insure against unexpected costs by the building owner. GSO Housing Office leases always include a component of our maintenance responsibility before building maintenance services are requested.

### **Access to Embassy Provided Residences**

From time to time, it is necessary for the GSO Housing Office and/or FAC to gain access to your home for a variety of reasons, including but not limited to performing repairs, conducting inspections, etc.

FAC has the responsibility to inspect your home and garden periodically with the property owner or his/her representative. Residents are expected to grant reasonable access to such requests (usually within one week of a request) and are not required to be present.

The U.S. Government also has an obligation to allow access for Landlords (and/or their representatives) of leased properties. We will ask you for a preferred period of time within one week of such requests, but providing reasonable access is a requirement of living in U.S. Government provided housing under Chief of Mission Authority.

### **Appliances**

Post provides a standard suite of standard appliances in each residential unit: stove, refrigerator, dishwasher, washer and dryer, microwave, and up to three transformers. The availability and size of these appliances are subject to space constraints and availability. Questions or requests for additional appliances should be submitted via MyServices.

➔ Note: Please refer to '**Appendix A: GUIDE TO APPLIANCE CARE**', at the end of this handbook for a short guide to the care of standard appliances.

Please use these appliances properly and instruct any domestic employees in their proper use and care. Damages caused by improper use or carelessness are not considered normal wear and tear and will be assessed to the occupant.

### **Home Businesses**

Post Management and the U.S. Government fully support the desire of spouses and family members to obtain or maintain employment while posted in Both Jerusalem and Branch Office Tel Aviv. Eligible family members of employees occupying U.S. Government provided housing may use the housing to conduct private business for financial gain under limited circumstances.

According to 15 FAM 240, the commercial activity must either foster cultural understanding between the Embassy community and the local community, and/or provide a benefit to Mission employees and families, as determined and approved by the Chief of Mission. The activity would also have to meet the standards set out in 3 FAM 4125 (please refer to this section of the regulations and to Post's Human Resources Office for more details).

### **Hobbies**

In providing residential units for its employees, the U.S. Government does not intend to restrict your right to quiet enjoyment of hobbies. However, Government regulations reserve the right to prohibit or limit the pursuit of hobbies that exact an abnormal strain or overload on the grounds, structures, or

utility services of the residential unit, or that cause an increased operating or continuing maintenance cost to the U.S. Government. In general, where meter readings indicate that a hobby has increased energy consumption, the occupant may be required to pay that portion of the utility costs attributable to the hobby. In such a case, the occupant would also bear the installation costs of any equipment, as well as the costs of returning the property to its former condition.

### **Use of Quarters during Employee's Absence**

All occupants of U.S. Government provided housing should advise the GSO Housing Office and the RSO whenever leaving your residence for extended TDY or leave and indicate to whom you are entrusting the care of your quarters. This is necessary so that, in the event of an emergency, access to your quarters can be obtained without having to break in. Nonfamily members and domestic staff are not authorized to use an employee's quarters during his/her absence unless the employee first receives the express authorization of the RSO. Post has the right, for security reasons, to disallow any temporary occupancy arrangements made by the employee. As per 15 FAM 241.2, "employees are not authorized to rent, trade or otherwise exchange U.S. Government-provided living quarters for similar accommodations in another location or for other consideration."

## **2. Upon Arrival**

### **Basic Furniture, Furnishings, Appliances and Equipment (FFA&E) Provided in U.S. Government-Furnished Quarters**

All agencies under Chief of Mission authority in Tel Aviv are required to join the Embassy furniture pool whereby each agency is assessed an annual charge to cover replacement furniture and appliances.

Members of the furniture pool will receive replacement furniture based on condition, age, and availability regardless of rank or agency.

➔ Note: US Embassy Jerusalem is a fully furnished post. As such the FFA&E provided is expected to remain in the residence for the duration of your tour. GSO Property does not have sufficient warehouse space to store large pieces of furniture and will not accept returns of large furniture items, with the exception of beds, or returns of excessive amounts of furniture.

Depending on the size of the residential unit and its intended use, quarters may contain the following basic furnishings:

- Living Room: sofa, love seat, armchairs, coffee tables, end tables, bookcase(s), lamps, area carpet (upon request).
- Dining Room: dining room table and chairs, buffet, china cabinet, area carpet (upon request).
- Bedrooms: queen size bed in master bedroom, twin(s) in other bedrooms, night tables, chest of drawers, dresser, mirror, student style desk and chair, lamps, wardrobe (if no closet) and area carpet (upon request).
- Kitchen: basic appliances (refrigerator, stove, microwave), and kitchen table with chairs and dishwasher (if space permits).

- Utility Room/Bathroom: washer, dryer.
- Family room/Den: sofa, armchairs, one or two occasional tables, bookcase, desk with chair and lamps.
- Miscellaneous: Up to three transformers and patio table with chairs (as applicable).  
Lawnmower (if applicable)

Post will not furnish quarters for household staff.

In special circumstances, the GSO Warehouse will loan furnishings to individuals. Please submit a MyServices request to GSO Loanable Property. Baby cribs may also be requested for short-term

→ Note: Jerusalem and Branch Office Tel Aviv have a policy of two queen-size beds, one entertainment center, one refrigerator, one oven, and a maximum of 3 step-down transformers per residence.

Additional furniture pieces and appliances are subject to availability and may be provided in exceptional circumstances. Please note that furniture will not be switched out because of color, style or pattern, or use.

### **Inventory of FFA&E Supplied by the Furniture Pool**

All the furnishings provided by the U.S. Government for use in residential units are listed on a residential inventory form. Upon occupancy, the GSO Warehouse will conduct a walk-through at your residence with you to discuss furniture, window treatments, and potential maintenance issues. The GSO Warehouse will provide an inventory via e-mail that describes the furnishings in your home, their condition, and an inventory control number.

→ Note: You are requested to complete the inventory within 30 days of your arrival, note any discrepancies in terms of quantity or condition, and sign the inventory.

Please take the time to perform the inventory and complete it carefully. It is very important that discrepancies be noted when you first occupy your quarters. The signed inventory becomes the document used by Post to determine whether an item has undergone normal wear and tear or is missing after packing out. Disputes about the initial condition of an object will be decided by consulting the initial inventory. During your tour, damages or problems with furnishings should be reported promptly to GSO so that the inventory can be annotated. Furniture is replaced on a twelve-year cycle, while mattresses are replaced on a four-year cycle. While there is no guarantee of receiving new furniture, your furniture will be clean and in good repair on your arrival.

### **Walk-Through**

Just prior to your arrival, the GSO Housing Office conducts a walk-through of the residential premises with your social sponsor, who will pass important information about your new residence to you upon your arrival. At that time, your sponsor will learn:

- Apartment-specific rules such as no BBQ on terrace, etc.
- Location of mailbox and parking – including entrance code or opener operation

- Location of safe haven and protective space (if applicable)
- Operation of appliances and garden sprinkler system
- Name of “Vaad” Chairperson (apartment complex tenant chairperson)
- Location of Electric Panels and demonstration of how to reset breakers
- Water heater adjustment (electric operation or solar operation)
- Stovetop/Propane gas cut off valve and refill procedure
- Garbage/refuse pick up location and schedule
- Location of main water control valve

After your arrival, upon your request GSO Housing Office can schedule a second walkthrough to assist your transition.

→ Note: The Regional Security Office will contact you to conduct a separate walk-through in order to explain your residential security alarm system.

→ Note: The Facilities Management Office will contact you to conduct a separate walk-through in order to explain various systems in your residence.

### Welcome Kits

The GSO Warehouse will provide you with a welcome kit until your household effects (HHE) arrive at post. The kit contains a limited amount of kitchenware (dishes, glassware, silverware, pots and pans), linens, towels, blankets, an iron and ironing board, hangers and cleaning equipment (dusting pan, broom and vacuum cleaner). Once your HHE arrives, please submit a myServices request to have the welcome kit picked up by the GSO Warehouse. GSO must pick up all welcome kit items so that they can be reused by other incoming families.

The contents should be returned in clean and good condition after your HHE arrives; you are responsible for packing up your kit prior to return to the GSO Warehouse. You do not have to wash the linens that you use – please put them in a plastic bag on top of your welcome kit when it is ready to be picked up.

You do, however, need to wash any kitchenware that you use.

→ Note: It is your responsibility to repack the welcome kit as best as you can. Please keep in mind that the vacuum cleaner is part of the welcome kit and should be returned.

When leaving post, you can request delivery of a Welcome Kit for after your pack out by using myServices. Like the responsibilities listed above, you should wash any kitchenware and repack your kit before departing. The GSO Warehouse will pick up the kit after you have departed post.

### Removal of HHE Packaging

After your HHE and other shipments are delivered, please notify the GSO Shipping Office at [TelAvivGSOShipping@state.gov](mailto:TelAvivGSOShipping@state.gov) to schedule a one-time pickup of empty boxes

### 3. While Living in Your Home

#### Air Conditioning

Many residential units in the Tel Aviv housing pool have central air conditioning. Those that do not are supplied with room air conditioners in the living areas as well as occupied bedrooms. It is not Embassy policy to provide ceiling fans or separate air conditioner units in kitchens and bathrooms. However, we do rent a number of short-term leased properties with landlord-provided fans and a/c units. The presence of these items in one residence does not constitute justification to install them in other residences at U.S. Government expense other than for verifiable health reasons. Should an employee or agency desire to obtain and install ceiling fans at personal expense, s/he must first contact the GSO Housing Office for permission from the Facility Manager, landlord, and/or condominium association.

The air conditioning/heating units provided in Embassy housing are expensive and use a great deal of energy. Occupants are encouraged to clean the filters on a monthly basis. Most units have washable filters that are easily cleaned. Occupants are responsible for cleaning the filters in split type and window type a/c units. Anyone needing instruction in how to access and clean the filters should submit a myServices request for assistance. If you have special needs or issues to consider regarding filter cleanings, please contact FAC.

#### Area Rugs

The GSO Warehouse provides area rugs as part of government-furnished FFA&E. The Warehouse has a limited supply of additional area rugs available on request. Carpets are not provided in kitchens, bathrooms, foyers, dining rooms or studies. GSO will provide more than three carpets to a residence only in case of unique housing circumstances.

The GSO Warehouse has carpet shampooing machines available for short-term loan. Carpets will not be changed mid-tour for reasons of normal wear and tear such as spills, or because of negligent acts or pet damage.

#### Child Proofing Your Home

It is expected that parents/guardians provide the kind of childproofing devices that they would in their domestic residences. Installation and/or the supply of child proof items such as electrical outlet covers, cabinet locks, etc.... is the sole responsibility of the tenants and will not be supported through manpower or expenses to the USG. Baby gates may be supplied and installed at the top and/or bottom of stairs depending on the availability of gates in stock and the availability of staff to install them. We suggest you check the following websites as a possible source: [www.SafeForBaby.com](http://www.SafeForBaby.com), [www.babiesrus.com](http://www.babiesrus.com), and [www.babybsafe.net](http://www.babybsafe.net).

#### Cooking Gas

Residences (not including apartments) with propane gas cooking appliances may have gas bottles located outside or in secure rooms designed for gas storage distribution. Typically, two bottles are connected to one distribution manifold. Only one bottle should be opened (valve turned counter-

clockwise) at any time. When one bottle is empty, close the open valve (clockwise) on the empty bottle and open the valve on the full bottle. Submit a myServices request to replace the empty bottle.

Failure to report an empty bottle for replacement is not justification for emergency gas services. Gas services can only be performed by licensed technicians from the gas vendor. Service on Shabbat and religious holidays is not available. Emergency service on local business days when the Embassy is closed may be arranged with staff overtime charged to the occupant or approving agency.

### **Domestics/Nannies**

Domestics and nannies are not considered eligible family members when determining space authorizations. Post does not provide furniture or equipment for these individuals. Furniture and equipment provided to domestics and nannies are the personal responsibility of the employee. Any damage to a residence or to U.S. Government property caused by domestics or nannies is the personal responsibility of the employee.

### **Fireplace Use and Responsibilities**

There are some residential units that have wood burning fireplaces. Occupants desiring to use fireplaces must submit a myServices request to have the fireplace and chimney inspected and cleaned before use and to be sure that a spark screen is in place. Firewood and spark screen purchases are the responsibility of the occupant. The burning of pine and other soft woods is detrimental to chimneys. The GSO Housing Office can advise on acceptable locally available wood for burning. Fireplaces must be inspected and cleaned annually. Annual and departure inspection of used fireplaces and cleaning costs are the responsibility of the Agency or occupant.

### **Generators**

The Embassy does not supply emergency generators for residences.

### **Keys and Lockouts (Residential)**

You are provided two complete sets of keys upon occupancy of permanent quarters which includes at least one garage door or automatic gate opener (when required) plus one front door key for each responsible dependent.

If you require additional keys and/or openers for your residence, please submit a myServices request to FAC. You will be responsible for any costs associated with the making of any additional keys and the purchasing of additional garage door/gate openers.

All sets of keys and garage door/gate remotes must be surrendered to the GSO Housing Office when you leave Post. If any external lock keys are not returned, you must pay for changing the locks and for new sets of keys. Keys that are not operational or that are unidentifiable should be returned to the GSO Housing Office with a note of explanation so they may be disposed of properly.

It is the policy in Tel Aviv for the GSO Housing Office to maintain a spare set of keys for all Government- leased and owned properties. These keys are maintained in locked cabinets in the GSO

Warehouse and there are strict rules governing their use. For non-emergencies, these keys are issued only with the specific authorization of American supervisors. For emergency situations, the decision to enter a residence will be made by the Management Counselor, Regional Security Officer, or Facility Manager depending on the situation.

The Embassy has limited after-hours lockout assistance. If you are locked out after normal working hours or on the weekend, contact the Facility Management after-hours duty officer (050-202-2612). If you are locked out during normal working hours, seek assistance from FAC (09-971 2249) or GSO (09-971 2202). It is recommended to keep an extra set of house keys in a secure alternate location (such as an office safe or with a neighbor) in case of accidental lock out at night or on weekends.

In the event that a key is lost, a new cylinder must be installed at the occupant's expense. At residences with several exterior doors using matched keys, all cylinders must be replaced, and new keys provided.

→ Note: The expense of lost keys and lost or broken garage/gate remotes will be charged to the occupant or the occupant's agency.

### **Lights and Fixtures**

Upon moving into your residence, you will have an initial set of light bulbs in all lamps and light fixtures, both inside and outside. Purchasing and replacing standard light bulbs in moveable lamps is the occupant's responsibility. FAC may provide assistance in replacing specialty bulbs in housing light fixtures inside and outside upon receipt of a myServices request from the occupant. Occupants are encouraged to replace these bulbs in easy-to-reach light fixtures as a means of limiting unnecessary expenditure of FAC labor resources for simple tasks.

You may not remove any housing light fixtures without prior written approval from the GSO Housing Office, regardless of whether you are living in short-term leased or government-owned housing. If they approve your request, you should securely pack, label and store the fixture so that it can be replaced when you leave. You will be responsible for any costs associated with the unauthorized removal or replacement of light fixtures. Should an employee or agency desire to obtain and install new lights or chandeliers at personal expense, they must contact GSO Housing Office for permission to make the change. Charges may be applied for restoration services at departure.

### **Movement of Government-Owned Furniture/Appliances**

Only GSO Warehouse personnel are authorized to move furniture from your residence. Do not ask maintenance personnel working at your residence to remove furniture, carpeting, or appliances.

Requests to remove furnishings must be via myServices in order to record the adjustment in your official inventory. GSO asks that you submit a myServices request to make room for any beds that will be delivered to your residence as HHE prior to HHE delivery. After delivery of your HHE, GSO Warehouse personnel will be available to perform one adjustment of household furniture and appliances.



Furniture and furnishings must not be moved to another residence or exchanged by occupants at any time without prior concurrence of the GSO Warehouse. You may not bring furnishings into the Embassy or deliver furnishings directly to the warehouse.

Occupants should respect the following guidelines on the day GSO Warehouse personnel visit your home for furniture deliveries and pickups:

1. If furniture is to be removed from your house, please empty the furniture of any personal items before they arrive. This includes clearing shelves, emptying dresser drawers and taking items out of cabinets. They will not remove furniture that still contains your personal belongings. Additionally, it is not the responsibility of the GSO Warehouse to place personal items on furniture that is delivered or to assist in unpacking boxes.
2. Please put away personal items in the entryway to your home and in rooms where they will be working. This includes valuable breakables, personal items, and money.
3. If you will not be at home when they are at your residence, please make sure you leave clear instructions. For example, you may have more than one guest bedroom, so be clear in your myServices request which room the furniture is to be taken from or place a written sign on the door of the correct room for delivery and placement.

If you request that furniture be delivered or removed, you will be required to sign a property accountability form at the time of delivery or removal. The form will be used to make changes to the inventory record of your residence.

Please do not throw out or discard broken or unneeded furniture pool items. They must be returned to the warehouse for disposal. On receipt of a myServices request, GSO Warehouse personnel will pick up and transport these items and make changes to the official inventory record of your residence. Items missing on your inventory at the time you depart will be charged to you for replacement.

### **Painting the Interior of Your Home**

Apartments and residences are painted standard colors, typically white or beige, and all paints are lead-free. If an employee desires a color other than what is provided, you may hire a contractor to paint or paint the rooms personally. However, you must obtain approval from the GSO Housing Office or FAC prior to changing any paint. The painting will be at the employee's expense with the clear understanding that the employee must restore the walls to their original color at the completion of his/her tour. If you do not wish to do the restoration yourself, you can instead opt to pay the embassy a fee equivalent of the cost of paint and labor. If a dark color was used that will require more than one coat of paint, the charge may be doubled.

No wood trim shall be painted or re-stained.

### **Peep Holes for Doors**

Per RSO policy, peepholes are installed on all exterior doors. If your doors do not have them, please submit a myServices request to the GSO Housing Office.

## Pest Control

In accordance with post's Integrated Pest Management Policy, FAC makes arrangements for pest control services through a local contractor. All pesticides used are approved by OBO/SHEM. FAC inspects each unit during the change of occupancy for evidence of infestation; if any is found, the pesticide contractor treats the residence.

It is not Embassy policy to provide routine pest control to residences. Occupants should practice self-help measures to control household pests. Sprays and traps are available from local stores and are comparable to those used in the United States. Trained FAC staff can assist in identifying appropriate self-help measures. If self-help measures fail to control pests, Facility Management will analyze the problem and may apply an appropriate approved pesticide. In rare instances this may require that occupants vacate their home briefly while the pesticide is being applied.

## Pets

**Pet Policy:** The keeping of pets in Government-leased or owned housing units is a privilege, not a right. The Single Real Property Manager (SRPM) may prohibit pets on Government-held premises because of nuisance, health, damage to Government property, noise, or other reasons.

Pets will not be a significant Housing Board consideration when making housing assignments. Pet owners are required to have their pets vaccinated in accordance with local requirements.

Pets need to be kept quiet.

Dogs will be kept on a secure leash while being walked on common property. Owners must clean up the pet's waste in common areas.

**Regarding biting or dangerous/aggressive behavior:** Pets that, unprovoked, bite individuals or other pets, or that exhibit dangerous or aggressive behavior in otherwise normal circumstances, will not be tolerated. A single complaint of animal biting or attacking will require immediate removal of the animal.

Employees who receive a legitimate complaint about their pet(s) in their neighborhood will be asked to address the issue. If the problem persists, a memo outlining the nature of the complaint may be forwarded to the Management Officer. The pet owner will be contacted and asked to comply with post policy. Three complaints will result in the loss of pet privileges and the requirement to remove the animal from the premises.

Damage to structures, grounds, or furnishing by pets will not be considered normal wear and tear and will be the personal financial responsibility of the employee. No alteration, renovation, or construction shall be undertaken at Government expense on Government-held property for the benefit of pets.

Before any alteration, renovation or construction at personal expense is undertaken, written permission is required from the Landlord and the Single Real Property Manager (Minister Counselor

→ **Note:** In cases of pet damage, the pet owner must pay for special cleaning services. If stains and odors cannot be removed and the Embassy must dispose of the damaged item, the pet owner will be responsible for the cleaning costs as well as the depreciated cost of the damaged article, based on its remaining life cycle. All charges must be paid before the employee departs post.

for Management). The property must be restored upon vacating the quarters. Please see 15 FAM 245 for further information about pets on Government-held property.

### **Picture Hanging**

Most units in the housing pool have cement walls and it is recommended to allow FAC to hang heavy and/or oversized pictures and mirrors for occupants in order to minimize wall damage. This service is performed on a one-time basis as a courtesy and is not part of normal maintenance and repair work. Please wait until your HHE shipment arrives before submitting a myServices request to hang heavy items and identify location(s) for these hung items before Facilities arrives.

After receiving your household effects, submit a myServices request to FAC indicating how many wall hangings you have, and whether any are oversized, very heavy, or both. Before the maintenance technician comes, place a small 'x' on the wall where you want each item placed and plan to be present during picture hanging to confirm location. Picture hanging is expected to be done on one visit and only two –hours are allotted for this service. Any requests deemed to be unnecessarily time-consuming may be refused or accommodated in part only.

→ Note: The Embassy will not be responsible for damage to antiques or delicate pieces.

### **Potable Water**

The General Services Office and the Embassy Health Unit conduct periodic water tests from sources in Jerusalem, Tel Aviv, Ramat Aviv, Herzliya Pituach, and Kfar Shmaryahu. Local suppliers offer alternative countertop water filtration systems or bottled water at the employee's expense.

### **Returning Excess Government-Provided Items to Storage**

Embassy Branch Office Tel Aviv is a fully furnished post, with ICASS agencies paying for a complete set of FFA&E for each residence. Employees may request that individual pieces of government-provided furniture be returned to the warehouse, and all such requests will be addressed on a case-by-case basis. Employees should make such requests via myServices. Post will not accept or pay for the storage of personal items.

### **Screens**

It is not Embassy policy in Tel Aviv to always provide window screens on windows and/or doors. Presence of screens on other locations is not justification for screens at all locations. Request for windows screens will be considered on a case-by case basis at Post/Agency expense if needed.

### **Security Alarms (Residential)**

Intrusion alarms are installed in all U.S. employees' residences. Employees should teach their domestic help to operate their residential alarms and issue a secondary code to them while maintaining the master code. Make sure that RSO knows your alarm code prior to your departure from post.

Following the departure or turnover of domestic staff, the occupant should change the access code for the alarm and submit a myServices request to FAC to change the cylinders on the apartment doors. Cylinder changes will be at resident expense. See explanation under Keys and Lockouts. Employees are urged to use the alarms routinely. At times, the RSO may need access to your residence for upgrades or repairs to your alarm system. If you have a problem with the alarm or the code, please contact the Residential Security Coordinator in RSO at 09-971-2217.

## Smoke Detectors, Fire Extinguishers and Carbon Monoxide Alarms

FAC installs smoke detectors and fire extinguishers in all residential units. You should familiarize yourself with the location and operation of all fire prevention equipment in your residence. If you need assistance, please notify FAC.

Smoke detectors in all residences are checked before each new occupant moves in and the batteries typically last approximately ten years. FAC recommends that residents do a self-test of each smoke detector at least twice a year. A good way to remember to do so is to always test when seasonal time changes require us to move clocks forward or back an hour. You should submit a myServices request when the detector begins to beep intermittently.

FAC also installs carbon monoxide alarms in residences that have any of the following features: gas/oil heating, fireplace, or attached garage. Occupants assigned to a residence with a carbon monoxide alarm are provided with a user's manual.

## Residential Internet Policy

### *Setting Up Residential Internet*

Setting-up residential internet service in Tel Aviv can be confusing, especially if you do not speak Hebrew. New arrivals should consider not only pricing and speeds, but also – and this cannot be stressed enough – the availability of technical and billing support in English if you are not fluent in the local language.

1. **Selecting a Provider:** High-speed internet in Israel is divided between infrastructure and service, with numerous companies offering both under one billing account. One such company, TCS ([www.tcisrael.com](http://www.tcisrael.com)), is a communications provider in Israel that caters to the English-speaking community in Israel. They offer internet (amongst other services) through HOT (technically making them the ISP, however, they are all inclusive) and charge a marginal third-party provider fee for their English-speaking technical and billing support. TCS accepts international credit cards and automatically provides VAT receipts monthly. To establish a service with TCS, contact Mr. Yirmi Berzon at [Yirmi@gotcs.com](mailto:Yirmi@gotcs.com).

Please inform them you are with the U.S. Embassy.

Please note that the Embassy does not endorse any single internet provider. We strongly recommend that you perform additional research, speak with the embassy community, and/or your sponsor prior to making a choice.

2. **Installation:** Once you have established service, please submit a MyServices “Housing, Property, and Maintenance” request for GSO/Housing to facilitate installation of the equipment at the residence. New arrivals wishing to establish a service prior to their arrival to post should work with

their sponsor to submit a request as far in advance as possible, and no later than two weeks in advance. The GSO/Housing office will provide you with the proper address upon request (after housing has been assigned).

The request should include arrival date at post, internet service account number, and plan/package selected.

Please note that while we will make every effort to have residential internet working before arrivals, there are times, particularly during the peak arrival season where this is not possible. When this, occurs, we will work with the incoming person or sponsor to schedule installation as soon after their arrival to post as possible.

### ***Internet During Your Tour and Ongoing Support***

The marketplace for high-speed internet in Israel is ever-changing with deregulation spurring new ISPs and even new investors in infrastructure. As such, we encourage you to frequently compete pricing on packages and services just as you might in the United States to ensure you are getting the most for your money. The GSO/Housing staff cannot provide support for billing and technical support services, nor can we act as collection agency for ISPs. The selection of an ISP, the payment of bills, and the maintenance of service is wholly a personal responsibility. GSO/Housing will respectfully deny any requests for support.

### **American Forces Network (AFN) Satellite Service**

The American Forces Network (AFN) is the television and radio network operated by the Department of Defense to inform and entertain military personnel overseas. AFN is broadcast by the American Forces Radio and Television Service, or AFRTS. The following groups are eligible to receive AFN:

- Active duty US military service members and DoD civilians assigned overseas, and their accompanying family members;
- Direct Hire US Government Employees under COM authority while assigned overseas;
- DoD Direct hire Contractors who are US citizens and authorized by the host command;
- Additionally, retired military may purchase decoders at exchanges or directly from the manufacturer with permission from HQ AFRTS.

Note that non-U.S. citizens and contractors are not eligible to receive AFN. By agreement with the Department of Defense, Post's General Services Office (GSO) serves as the local AFN representative.

In accordance with Department of State and Department of Defense policy, Post will only spend appropriated funds to provide AFN decoders to:

- The Chief of Mission residence;
- The Deputy Chief of Mission's residence;
- The mission Public Affairs Officer's residence; and
- For closed-circuit distribution within Embassy common areas.

Non-State agencies may use their appropriated funds to purchase AFN decoders pursuant to those agencies' internal AFN regulations and agreements. Post will not pay for AFN decoders for the personal use of any other employees. Upon request from customers interested in purchasing or registering a personal decoder, GSO will verify to AFRTS that Mission employees are eligible to receive AFN

programming. Facility Management can point AFN users to local contractors to assist with installation or technical issues. The use of such resources will be at the users' personal expense.

Embassy employees are responsible for registering and de-registering their AFN decoders at the beginning and end of their periods of personal use, in accordance with the AFN Terms of Service. Post will not repair or troubleshoot personal or legacy Post AFN decoders registered for personal use. AFN HQ advises that legacy Cisco decoders have reached the end of their useful life, and it further advises customers only to purchase new, more secure HD decoders. For more information, customers can consult the MyAFN website.

## **Window Treatments**

Window treatments are authorized for representational areas of your home, specifically the living room and dining room, and occupied bedrooms without existing shutters. Authorized window coverings consist of sheer draperies, horizontal (Venetian) blinds, vertical blinds, or Roman blinds.

The occupant may have sheers in one room and blinds in another room, however only one type of window covering is authorized per window. If they wish to have both sheers and blinds on the same window, the occupant must pay for one of the window coverings.

Curtains other than the above may be purchased by the employee at their own expense.

Please note that the General Services Office does not authorize the lining of bedroom curtains with blackout material if the windows have shutters.

In addition, window treatments cannot be changed to suit personal preference and replacement is based solely on wear and condition as determined by the GSO Housing Office during the Make Ready work between occupancy. Window treatments are expected to last a minimum of 6 years before they are replaced.

If an occupant chooses not to use the window treatments provided by Post, they can remove them and store them properly. They must be reinstalled at the occupant's expense before their walk-through and inventory by the GSO Housing Office.

## **Yard Work, Lawns and Gardens**

As the tenant, it is your responsibility to keep your garden in as good a shape as when you received it (15 FAM 632.3-2). This includes all day-to-day yard work, such as mowing, raking, planting seed, and trimming bushes and trees that can be reached safely. You can request assistance with trimming plants and trees that exceed 3 meters in height. You can also request free grass seed and fertilizer from FAC through myServices request.

The GSO Housing Office and FAC maintain a photographic database of all yards and gardens. These photos are used as a reference when conducting a check-out for departing personnel. When you depart post, the photos will be used to compare your yard's condition to how it was when you first moved in. The occupant will be charged for any required yard work resulting from occupant neglect.

Sprinkler systems are installed at all U.S. Government-owned houses and at nearly all of post's leased residences. Regular and consistent use of the sprinkler systems helps ensure a healthy, green lawn. FAC makes seasonal adjustments to the sprinkler system frequency of application. Residents are encouraged to notify FAC when sprinkler systems are not adequately serving the garden/yard.

## Your Ongoing Responsibilities from Arrival to Departure:

- Check the sprinkler system to ensure it is functioning and fully covers your lawn.
- Trim bushes, trees, and shrubs to ensure the sprinkler system works effectively.
- Report any discoloration, dying lawn or plants to FAC through a myServices Work Order request immediately.
- Report any damage caused by children, pets, or inept gardeners to FAC.
- Mow, edge, and water the grass as needed. Lawnmowers are provided as part of household FFA&E.
- Fertilize and seed your lawn in season.
- Pull weeds, rake leaves, remove yard waste and debris.
- Clear drains and remove any sources of standing water.
- Clean up after your pets.
- Maintain any ornamental plants or water features.

Shrubs, hedges and trees are considered part of the garden and therefore are an occupant's responsibility. Tenants are expected to prune and trim all shrubs, hedges up to 3 meters in height.

For more information and tips on having a successful lawn and garden in Israel, please see the "Gardening Tips" link in the Embassy Jerusalem's (Embassy Branch Office Tel Aviv) SharePoint site under the General Services Office, subsection Housing.

## 4. Final Housing Inspection and Outgoing Inventory

General Services and Facility Management offices will perform a survey of your residence 60 – 90 days prior to departure, in order to determine what work will need to be completed in between residents. This survey should take no more than 30 minutes and the occupant is not required to be present. As a courtesy, occupants may take time to ask questions about their departure, alert staff to issues they should be aware of, and begin a dialogue regarding any items the occupant may be financially responsible for.

At least two weeks before vacating quarters (but preferably after your personal effects have been packed out), a formal housing inspection and outgoing inventory will be conducted. Representatives from the GSO Housing Office and FAC will meet you at the property to determine overall status of quarters, furnishings, appliances and furniture. It is your responsibility to schedule these inspections and have them completed before your last five (5) duty days.

You will be held financially responsible for any damage to the property and embassy owned furniture and appliances that are beyond ordinary wear and tear as well as for missing items. Damages to structures, grounds, or furnishings caused by pets, hobbies, neglect, or deliberate acts by you or your family, household employees, or guests will be your personal responsibility. A fee based on the depreciated cost of the item will be assessed.

The GSO Housing Officer or his/her designee will sign the employee's Post Clearance Sheet only when all claims for damages and/or loss of property have been satisfactorily settled by the occupant and arrangements have been made to turn in all residence keys. Under no circumstance is an employee authorized to sign his/her own checkout sheet.

If the employee disagrees with the determination of the GSO Housing Office regarding the damage assessment, s/he can appeal to the Supervisory General Services Officer (S/GSO). In the case of disagreement with the findings of the S/GSO, an appeal can be made to post's Property Management Officer (Management Officer), and then to the Property Survey Board per 14 FAM 416.5.

### **Final clearance**

After the checkout inspections, you will be given a final clearance from the GSO Housing Office when:

- All required cleaning has been accomplished or the cost of such cleaning is deposited with GSO housing or the cashier.
- The cost of any repair or replacement of Embassy owned furniture, furnishings or repair of damage to your residence has been deposited to the cashier.
- All keys to your quarters have been turned over to the GSO Housing Office. If you are departing post after hours or on a weekend, put the keys in an envelope marked with: ATTN: GSO Housing Office, your name, and the address of the property that you are vacating, and give to the Motorpool driver who takes you to the airport.

➔ Note: Departure from post does not absolve the officer from being held financially liable for concealed damage discovered after the checkout which is clearly a result of and attributable to the occupant. All charges ascribed after departure from post will first be approved by the Housing Officer/Property Officer, Single Real Property Manager, and Agency Head.

## **PART THREE: TEMPORARY QUARTERS (TQ)**

Whenever possible, the Embassy makes every effort to have permanent housing ready for employees upon arrival at Post. When this is not possible, we will arrange temporary accommodations for you. You will be expected to maintain the quarters in a neat and clean condition. If you are in a hotel awaiting housing, your temporary lodging allowance ceases on the day following notification or upon completion of the move, if earlier.

Temporary quarters may not be utilized to delay assignment to accommodate personal preferences. When appropriate and proper Embassy housing is available, employees must be assigned. Temporary quarters represent an extraordinary expense for the mission in labor, rent and materials costs, and are avoided unless absolutely necessary.

### **1. Emergencies**

Emergency maintenance work for temporary housing is the same as for permanent quarters (see "Part 3: Maintenance Services"). If FAC is called to handle any problem that is not a bona fide emergency, the General Services Office reserves the right to bill the sponsoring agency and/or employee making the request for the overtime and transportation costs involved.



## 2. Welcome Kits

If you are staying temporarily in leased or government-owned quarters, you will be issued a Welcome Kit. The GSO Warehouse will move the kit to your permanent quarters when they are ready for occupancy. You should have your kit packed and ready for pickup on your moving day.

## PART FOUR: MAINTENANCE SERVICES

In U.S. Government-owned properties, the Facilities Management Section handles all renovation, repair, and maintenance activities. In leased quarters, the GSO Housing Office is responsible for coordination with landlords to ensure that structural building elements (gates, windows, walls, roof, plumbing, and wiring) and installed appliances/fittings (toilets, sinks and baths, cabinets, and kitchen appliances) are kept in good repair.

All requests for maintenance services, except in the case of an emergency (see below for specifics), must be submitted in writing via myServices. Routine requests will not be accepted by telephone or email.

A written request for services is necessary since it gives a description of the services desired and ensures that requests are complied with in an orderly fashion. Please provide adequate information as to the nature of the request. You will receive an email confirming that FAC received your myServices request and after the job has been assigned to a staff member, they will call to make an appointment.

Please do not request additional work from members of the maintenance staff who visit your quarters on scheduled visits as this will delay services requested by other residents. Instead, submit additional work orders as needed.

Embassy trade personnel visit residences in response to myServices requests completed by the occupant and given to FAC. Although not responsible for maintenance repairs in leased quarters, which are the landlord's responsibility, FAC may correct minor electrical, appliance, plumbing and carpentry problems that do not require major expenditure of labor, parts or materials. They also maintain all residential safety equipment (smoke detectors and fire extinguishers) and change burned-out security light bulbs, as well as any bulbs in difficult-to-reach locations. Your presence is not required when Embassy personnel work at your home.

### 1. Access of Workers and Others to Quarters

Do not admit anyone to your residence without proper identification. When service is requested, access must be arranged for GSO workers if no one is otherwise in the quarters during the day. Post has instructed all maintenance staff to call in advance and arrange an appointment for work to be done.

Upon arrival, they will identify themselves with an Embassy photo badge. Contractors working for the embassy will not have ID badges but will be accompanied by Embassy staff with badges. Contractors will arrive at a residence unescorted by Embassy staff only by prior arrangement with the resident. If you have any doubt about the validity of a contractor or persons identifying themselves as Embassy

staff, check with FAC (09-971-2249) before opening the door. Do not provide access to workers without a valid Embassy badge.

## 2. Emergencies

An emergency is a situation that may endanger the life, safety, security, and, if not corrected immediately, would endanger persons and/or property. Examples are broken water pipes, gas leaks, serious electrical malfunctions, fires, or a complete lack of water or electricity. Emergencies will be handled as quickly as possible. Once the emergency is resolved, more complete repairs may be scheduled on a priority basis with other work. Residents should put in a myServices request for follow-up repairs on the next business day.

If FAC is called to handle any problem that is not an emergency, FAC reserves the right to bill the person making the request for the overtime and transportation costs involved.

➔ Note: Leaking faucets, running toilets, broken washers or dryers, burnt-out lights, lack of cooking gas, a faulty air conditioner, or lack of hot water do not constitute an emergency. Lockout due to lost keys will be treated as an emergency but the resident/agency will be charged for overtime costs.

In the event of a genuine maintenance emergency – defined as one in which personal safety, health or property is in danger – contact the Facilities Management at 09-971-2249 during working hours. After hours, contact the Facilities Management on-call Duty Technician at 050-202-2612

When you call, please give your name, telephone number, and a brief description of the problem. In all cases a written work order should be submitted on the next business day detailing the emergency.

In case of fire, evacuate the building and call the fire emergency notification line by dialing 102 (dial 100 for police). In cases of water, gas or power failure, try to determine whether your residence is the only one in your neighborhood that is affected before you call the Embassy. If there is a general power failure in your street or neighborhood, maintenance personnel will not be able restore your power.

Instead, Facilities Management will bring the problem to the attention of local authorities.

## APPENDIX A: CLEANING CHECKLIST

### 1. Cleaning Policy

As a general rule, when you vacate your residence the property has to look the same way it looked at the moment of your arrival, minus normal wear and tear. Keep in mind that damage caused by pets is not considered normal wear and tear (15 FAM 245).

You are responsible for turning over your quarters in a clean and neat condition. Your responsibility not only includes the property you are about to vacate and all its interior areas (kitchen, bathrooms, laundry room, etc.), all its contents (furniture, appliances, etc.), but also garages, sheds, storage spaces and exterior areas

### 2. Cleaning Checklist

Please use the following checklist in preparation for departure:

#### General Considerations

- Remove all trash and garbage from quarters and storage areas. Personal belongings that are no longer needed need to be disposed of (or donated).
- Floors: broom AND mop all floors including areas behind and underneath all appliances. Vacuum carpets.
- Doors and windows: clean all doors and (accessible) windows, including knobs and handles.
- Walls: restore walls to their original color and condition. Remove stickers. Remove and clean all tough stains and marks (like crayons, food, etc.).
- Furniture: dust AND wipe-clean thoroughly. Vacuum and clean all upholstery.
- Closets, cabinets and drawers: remove all items, wipe-clean interiors and exteriors.

#### Bathrooms

- Wash thoroughly all tiles (floors/ walls), sinks/counters, toilet bowls/seats, bathtubs/shower stalls, knobs/handles, and other bathroom fixtures with disinfecting, nonabrasive, multipurpose cleaner.

#### Kitchen

- Remove all left-over food items in the cabinets and refrigerator/freezer; everything must be disposed of (or donated).
- Refrigerator/freezer/microwave/dishwasher: wash inside and out with a disinfecting, nonabrasive, multipurpose cleaner.
- Stove/oven/exhaust hood fan and filter: wash inside and out with nonabrasive, grease dissolving detergent or oven cleaner.

## Laundry Room

- Washer /dryer: clean inside and outside ensuring that all soap and lint residues are removed.

## Yard and Garden

- Restore all planting beds and garden areas to their original condition.
- Mow all lawn areas.
- Prune and trim trees, shrubs, and groundcovers.
- Sweep out all paved areas.
- Remove all debris.

## Garage, Sheds, Storage Spaces, and Bomb Shelters

- Empty completely and sweep out.

### → A few important considerations:

1. All personal effects should be removed from the house before you vacate, without exception. The embassy does not provide trash-collection service, nor can we gather up items you left for donation to charity or to be mailed to you. Please do not leave any kind of food in your house and remember to take out your garbage before vacating your home. Depending on the maintenance schedule for your home, GSO/FM may not enter your house for several days after your departure.
2. Upon departure, please turn off the air conditioning and the water heater. Leave refrigerator on the lowest possible setting or unplug it.

## APPENDIX B: GUIDE TO APPLIANCE CARE

### 1. Stoves and Ovens

Stoves can be kept clean with a few simple precautions. Spills should be wiped up quickly using non-abrasive cleaners. Commercially prepared oven cleaners such as the ones sold in local supermarkets will clean the oven adequately. Some product instructions recommend that aluminum drip pans or racks not be cleaned with commercial cleaner as discoloration or pitting may occur. The inside of the oven should be cleaned promptly in order to prevent grease and food spills from catching fire. Only non-abrasive, non-scouring cleaners should be used on the painted or enameled surfaces of the stove.

Continuous-cleaning ovens should not be cleaned with commercial oven cleaners.

### 2. Stove Hoods

Caring for stove hoods is relatively simple. The exterior of the hood can be cleaned with a product such as Mr. Clean, Fantastic, etc. Do not use scouring powder or abrasive cleaners on the hood surfaces. The filters can be removed and washed in soapy water, rinsed, allowed to dry on a dish rack and reinstalled. On hoods that have lights, light coverings (a strip of plastic) can also be cleaned with Mr. Clean, etc.

### 3. Refrigerators and Freezers

Most models of refrigerators and freezers are frost-free. However, should there be any buildup of ice, defrost them using the following method; allow the ice to melt slowly before starting on the cleaning, do not use sharp objects such as knives, ice picks, etc., to chip away at the ice, clean refrigerator and freezer compartments with warm, soapy water, and a final rinse with a water/vinegar or water/baking soda solution will help remove odors. The coils behind the refrigerator or freezer should be dusted or vacuumed periodically and be kept clean of dirt and debris. Drain trays should be examined, emptied, cleaned and reinstalled periodically.

### 4. Washers and Dryers

Washers and dryers are virtually maintenance free. A few simple procedures will guarantee good results. Do not exceed recommended loading amounts for washers or dryers. If overloaded, washers may become unbalanced and dryers won't dry properly. Use the proper type and amount of detergent depending on the kind of laundry washed and make sure all objects are removed from pockets prior to washing. Coins, nails, marbles, stones, paper etc., can cause damage to the machines. Do not wash heavy commercial type loads such as large or heavy bedspreads, rugs, bathroom carpeting, etc. in residential washers and dryers. Lint traps in the washers and dryers should be checked and cleaned after each use. Accumulation of lint makes the machines inefficient and can be a fire hazard in dryers. Clean up any bleach or cleaning fluid spills promptly to avoid damaging the enameled surface of the machine.

## 5. Dishwashers

Tap water in Israel is considered “hard” because of its high mineral content. This is not considered a health risk and can have benefits by providing vital minerals. However, this condition could affect your dishwasher machine’s performance and service life. Adding dishwasher salt to your dishwasher machine is very important, not only to avoid the creation of limescale inside the machine’s mechanisms, but also to enhance detergent performance. All dishwasher machines provided at Post have an indicator that tells you when the salt and rinse aid need replenishing.

## MAINTENANCE REQUESTS: QUICK REFERENCE

### 1. Routine Maintenance Requests

Please submit a myServices request to the Facilities Management (FAC) Section:  
<https://myservices.service-now.com>

After the job has been assigned to a staff member, s/he will call to make an appointment.

All service requests for leased and government owned housing are received by FAC. However, some housing maintenance issues are ultimately handled by GSO Housing staff in cooperation with the landlord.

FAC handles all maintenance issues for U.S. Government-owned properties and generally responds to all emergency maintenance requests.

→ During business hours (8:00 – 16:30):

Call the Facility Management Section at **09-971-2249**

### 2. EMERGENCY Maintenance Requests

An emergency maintenance issue is something that is impossible to postpone because of danger to the occupant or the threat of property damage.

→ After hours Maintenance Emergency:

Call the Duty Technician at **050-202-2612** (or Marine Guard at Post One (03-519-7551) if the Duty Technician does not answer), who will put you in contact with maintenance personnel.

