



Fresh FAQ (Frequently Asked Questions)

www.thisisfresh.com/student/faqs

About Us	关于我们
Who are Fresh?	Fresh 是谁？
We are a market leading, third-party manager of residential for rent assets across the UK and Ireland. From PBSA (Purpose Built Student Accommodation), to Build to Rent and Co Living, we create homes and communities that are perfect for the way our residents live their lives.	我们是一家市场领先的第三方管理公司，在英国和爱尔兰提供住宅出租资产。从PBSA，到BTR和Co Living，我们创造了适合居民生活方式的住宅和社区。
Making a Booking	预订公寓
How Do I Book?	如何预定公寓？
It's easy - just click on any of the "Book Now" buttons around the website and start your application. If you need any help or advice or want to book our short-term lets or summer stays, you can speak to the Residents' Team at your chosen location.	点击网站上的任何一个 "立即预订" 按钮，就可以开始申请订房。如果你需要任何帮助或建议，或者想预订我们的短期出租或夏季住宿，你可以与你所选择的地点的Fresh团队交谈。
What Do I Need to Know About the Booking Process?	关于预订过程，我需要知道什么？
You will be able to complete your booking in a few easy steps, but it will be helpful if you have some information ready when you start your application – the name, email and address of your guarantor, a head and shoulders photo of yourself and a bank card to make your advance rent/booking fee payment (ROI only). After choosing your room, you should be able to complete a booking in no more than 15 minutes.	你可以通过几个简单的步骤完成你的预订。预订公寓之前先准备好一些信息，如担保人(guarantor)的姓名、电子邮件和地址，你自己的头像和支付预付租金/预订费的银行卡 (ROI only)，你应该能够在15分钟内完成预订。

<p>What is a Guarantor?</p>	<p>担保人(guarantor)是什么？</p>
<p>A guarantor is someone who agrees to pay your rent if you don't pay it, for example a parent or close relative. If you don't pay your landlord what you owe them, they can ask your guarantor to pay instead. If your guarantor doesn't pay, your landlord can take them to court.</p>	<p>担保人(guarantor)是同意在你无法支付房租的情况下为你支付房租的人，例如父母或近亲。如果你不向房东支付你所欠的租金，他们可以要求你的担保人代为支付。如果你的担保人不付钱，你的房东可以把他们告上法庭。</p>
<p>Will I Need a Guarantor?</p>	<p>我是否需要担保人？</p>
<p>Yes. All residents living with us are required to have a guarantor, but this person does not have to live in the UK. They will need to commit to paying the rent if you aren't able to do so, please make sure you discuss this with them. Once you have signed the Tenancy Agreement your guarantor will be asked to agree to the nomination, provide proof of ID and their address and sign a copy of the Tenancy Agreement.</p>	<p>是，所有与我们一起居住的居民都需要有一个担保人，但这个人不一定住在英国。如果你不能支付租金，他们需要承诺支付租金，所以请确保你与他们讨论这个问题。一旦你签署了租赁协议，你的担保人将被要求同意提名，提供身份证明和他们的地址，并签署一份租赁协议的副本。</p>
<p>How Can I Choose the Best Room for Me?</p>	<p>我可以选择最适合自己的房间吗？</p>
<p>We want you to choose a room you are going to be happy living in, and we know everyone has a different wish list – from the floor the room is on to the view and the amenities in the room, our Residents' Team will be on hand to discuss this with you and help you make the best selection.</p>	<p>我们希望你能选择一个你喜欢的房间，我们知道每个人都有一个不同的愿望清单 - 从房间所在的楼层到景观和房间里的设施，我们的Fresh团队将随时与你讨论，并帮助你做出最佳选择。</p>
<p>Can I Come to Have a Look Around Before I Book?</p>	<p>我可以在预订之前来先看看公寓吗？</p>
<p>Of course! We are very proud of our properties and would love to show you around. If you want to bring some friends or family members that's</p>	<p>当然可以。我们对我们的房产感到非常自豪，并且很愿意带你参观。</p>

<p>absolutely fine too – we just ask that you speak to our Residents’ Team in advance so we can make sure we have some rooms available to show you. If you find yourself in the area and haven’t had a chance to speak to us you can still pop in, whilst we might not have a room to show you, we will still be able to show you around our Residents’ Shared Spaces.</p>	<p>如果你想带朋友或家人来，那也绝对没问题。我们只要求你提前跟我们的Fresh团队预约时间，这样我们才能确保有房间可以给你参观。如果你临时来拜访也没问题，不过我们很有可能没有空房给你参观，但我们仍然可以带你参观我们公寓的共享空间。</p>
<p>I Have a Medical Condition Which Means I Have Certain Requirements for My Room</p>	<p>我有医疗状况所以对于我的房间有特殊的要求</p>
<p>Please get in touch with our Residents’ Team – they are experts on our properties and most have rooms with varying levels of adaptations so our team will be able to help you.</p>	<p>请与我们的Fresh团队联系 - 他们是我们物业的专家，大多数房间都有不同程度的适应性，所以我们的团队将能够协助你。</p>
<p>I Will Be Aged 16 or 17 When the Tenancy Starts - Can I Still Book?</p>	<p>租约开始时我将年满16或17岁，我还可以预订吗？</p>
<p>Yes, but we will ask you to complete a few extra steps during the booking process. This will include nominating a Responsible Adult who will be our point of contact for you, and we will recommend monthly meetings with our General Manager once you have moved in but that is up to you!</p>	<p>可以，但我们会要求你在预订过程中完成一些额外的步骤。这包括提名一位负责的成年人，他将是我们与你的联系点。另外，我们将建议在你入住后每个月与我们的总经理会面确保你与我们入住的这段期间一切安好，但这并不是强制性的而取决于你个人的要求！</p>
<p>Can I Book Together with a Group of Friends?</p>	<p>我可以和朋友一起预订吗？</p>
<p>Yes! We know that choosing who you live with is really important so in our locations with shared apartments group booking can easily be organised by getting in touch with our Residents’ Teams.</p>	<p>可以! 我们知道选择和谁一起住是非常重要的，所以在我们有共享公寓</p>

	的地方，可以通过与我们的Fresh团队联系，轻松组织团体预订。
Will I Need to Pay a Deposit?	我需要付租赁押金吗？
We ask all residents to pay a Tenancy Deposit. The good news is that you will get the Tenancy Deposit back at the end of the tenancy if nothing is owing for damages or outstanding rent. The value varies across our locations so please take a look at the Fee Schedule for your chosen property for more information. Deposits are fully secured by the “ Tenancy Deposit Scheme ” in England and Wales or the “ My Deposit Scheme ” in Scotland.	我们要求所有居民支付租赁押金。只要在租期结束后没有任何损坏或未付租金，你会在租期结束时拿回押金。我们各地的押金价值各不相同，所以请查看你所选房产的收费表以了解更多信息。押金由英格兰和威尔士的“ Tenancy Deposit Scheme ”或苏格兰的“ My Deposit Scheme ”提供充分保障。
Cancellation	取消预订
What If I Want to Cancel My Booking?	我想取消我的预订怎么办？
Please refer to your chosen properties' Terms and Conditions for details of when and how you are able to cancel. Our Residents' Team will be happy to discuss this with you if you have any questions.	请参考你所选择的公寓的条款，了解你何时和如何取消预订的细节。如果你有任何问题，我们的Fresh住户团队将很乐意与你讨论这个问题。
Covid-19	Covid-19
Covid-19 and Fresh	Covid-19 and Fresh
For the latest updates and advice please visit our Covid-19 Section	有关最新的更新和建议，请访问我们的 Covid-19 Section
Moving In	入住须知
When Can I Move In?	何时可以搬进去？
A few weeks before the start of your tenancy we will get in contact to ask you to book a move-in slot. You will need to do this so we can make sure we are expecting you!	在你的租约开始前几周，我们会与你联系，请你预订一个入住时间。这样我们才能确保你入住的时候有人为你办理入住

<p>What Payments Will I Need to Make Before I Move In?</p>	<p>入住前我需要支付哪些费用？</p>
<p>Your first rent instalment is due ten days before the start of your tenancy and the Tenancy Deposit is payable one day later so nine days before the start of your tenancy.</p>	<p>你的第一笔租金分期付款应在租约开始最晚前十天支付，租赁押金应在租约开始前九天支付。</p>
<p>How Do I Find Out Who I am Going to be Living with?</p>	<p>我怎样才能知道谁和我住一样的公寓？</p>
<p>When you book you can see whether your flatmates are male or female, what year of study they are in and what they will be studying. We don't give out names for data protection reasons, but you can always use our Facebook pages for each location to find your flatmates before you move in and plan exactly who is bringing the kettle!</p>	<p>当你预订时，你可以看到你的室友是男性还是女性，他们是几年级的学生以及他们学习的科系。出于数据保护的原因，我们不会透露姓名，但你可以在入住前通过我们的Facebook页面寻找你的室友。</p>
<p>Can I Order Bedding and Kitchen Packs?</p>	<p>我可以预先订购床上用品和厨房用品吗？</p>
<p>Yes! Fresh is proud to partner with unikitout.com. Order a range of kitchen and bedding packs from their website, including duvet covers, pillows, cooking utensils and cleaning supplies, and they'll be delivered straight to your accommodation. Order online and save 10% by using the promotion code FRESH10. On their shopping cart page use the drop-down menu to select where you are staying and enter your arrival date to ensure everything gets delivered on time!</p>	<p>可以! Fresh很荣幸能够与unikitout.com合作。从他们的网站上订购一系列的厨房和床上用品包，包括被套、枕头、炊具和清洁用品，它们将被直接送到你的住所。在网上订购，使用促销代码FRESH10可以节省10%。在他们的购物车页面上，使用下拉菜单选择你的住宿地点，并输入你的抵达日期，以确保所有东西都能按时送达!</p>
<p>Do I Need a TV Licence?</p>	<p>我需要TV Licence 吗？</p>
<p>Yes, unless we tell you we're covering it, if you watch or record programmes as they are being shown, watch catch up TV such as iPlayer or watch live TV online you will need a license. This applies to any provider you use and any device, including a TV, desktop</p>	<p>是的，除非我们告诉你我们有提供TV Licence。如果你观看或录制正在播放的节目，观看iPlayer或在线观看电视直播，你将需要申请TV</p>

<p>computer, laptop, mobile phone, tablet, games console, digital box, or DVD/VHS recorder. Please visit tvlicensing.co.uk for more information.</p>	<p>Licence。这适用于你使用的任何供应商和任何设备，包括电视、台式电脑、笔记本电脑、手机、平板电脑、游戏机、数码盒或DVD/VHS录像机。请访问tvlicensing.co.uk了解更多信息。</p>
<p>Can I Have a Pet?</p>	<p>我可以养宠物吗？</p>
<p>Student accommodation is often not a suitable environment for pets and that's why pets of any shape or size aren't allowed.</p>	<p>学生宿舍通常不适合养宠物，所以我们不允许在公寓里养任何形状或大小的宠物。</p>
<p>Living With Fresh</p>	<p>与Fresh生活须知</p>
<p>What Size is a Double Bed?</p>	<p>Double Bed 的尺寸是什么？</p>
<p>Our room descriptions explain whether you will have a standard or small double bed. A small double is the same length as the standard but just a tiny bit narrower. Also known as a 3/4 size bed, small doubles measure approx. 120cm wide x 190cm long. Still plenty of room for a good night's sleep, even if there's two of you sharing.</p>	<p>Small double bed 的长度与 standard double bed 相同，只是窄了一点。也被称为 3/4 size bed，small double bed 的尺寸约为120厘米宽x190厘米长。即使有两个人合住，仍然有足够的空间让你们睡个好觉。</p>
<p>How Can I Contribute to Sustainable Living?</p>	<p>我怎样才能为Sustainable Living做出贡献？</p>
<p>Please read our Sustainable Living Guide</p>	<p>请阅读我们的Sustainable Living Guide</p>
<p>What Do I do if I am Not Totally Satisfied?</p>	<p>如果我有对公寓不满怎么办？</p>
<p>We want you to love your time living with us but there may be times when we don't always get it right. We take all complaints seriously and will try our best to fix any issues first time. If you need help and advice about how to complain please take a look at our Complaints Procedure.</p>	<p>我们希望你和我们生活的时段是愉快的，但有时我们可能没有做到这一点。我们认真对待所有投诉，并将尽力在第一时间解决任何问题。如果你需要关于如何投诉的帮助和</p>

	建议，请看看我们的 Complaints Procedure .
Can I Invite Guests to Stay in My Room?	我可以邀请客人来过夜吗？
We're all grown-ups here so of course occasional overnight guests are allowed. Please don't invite someone to stay for more than three consecutive nights though, and always check with your flatmates first that they're ok with extra house guests.	我们都是成年人，所以当然允许偶尔有过夜的客人。但是请不要邀请他们连续住超过三晚，也请你一定要先跟你的室友确认他们是否可以接受房客。
Will My Room be Inspected?	我的房间是否会被检查？
Yes, we conduct inspections at least three times during your tenancy. We'll keep an eye on cleanliness and hope not to see any damage and missing items. After each inspection we will tell you if any charges need to be made to put something right. You will be invoiced immediately for recharges for the first two inspections and on the final inspection a deduction will be made from your Tenancy Deposit. The cost of recharges for cleaning, damages and missing items can be found in the Residents' Handbook.	是的，在你的租期内，我们至少进行三次检查。我们会留意清洁情况，希望不要看到任何损坏和丢失的物品。每次检查后，我们会告诉你是否需要收取任何费用来纠正一些问题。如果前两次我们有检查到任何损坏或需要赔偿的东西我们会立即要求赔偿。最后一次检查时，将从您的租赁保证金中扣除。清洁、损坏和丢失物品的费用可在 Residents' Handbook 中找到。
Do I need to Move Out Over the Christmas and Easter Holidays?	我需要在圣诞节和复活节假期期间搬出去吗？
No, your room is yours for the whole of your tenancy. You only need to move out at the end of the agreement.	不需要，你的房间在整个租期内都是你的。你只需要在协议结束时搬出去即可。
Will I Be Charged for Damages?	我是否会被要求赔偿任何损失？
As part of your Tenancy Agreement/Licence to Reside you have agreed to look after your room and not cause any damage. We know accidents do sometimes happen so a	作为你的租约/居住协议的一部分，你已经同意照看你的房间，不造成任何损害。我们知道意外有时会发

list of possible damage charges are available in our Residents' Handbook.	生，所以我们的 Resident' Handbook 中列出了可能的损坏费用。
Can I Smoke?	我可以抽烟吗？
All our properties are smoke free, and this includes all types of E-cigarettes. Smoking is not allowed in any private and communal areas including bedrooms, bathrooms, kitchens, and all internal social spaces. Designated smoking areas can be found outside the building.	我们所有的公寓都是禁止抽烟的，这包括所有类型的电子烟。任何私人 and 公共区域都不允许吸烟，包括卧室、浴室、厨房和所有内部社交空间。通常公寓室外会有指定的吸烟区，麻烦请在指定区域内抽烟。
Our Affiliates	我们的附属机构
ANUK (Accreditation Network United Kingdom)	ANUK
Here at Fresh we comply with the ANUK Code . If you have any queries, please speak with your Residents' Team.	在Fresh，我们遵守 ANUK 准则。如果您有任何疑问，请与你公寓的Fresh团队讨论。
ARLA (Association of Residential Lettings Agents) Propertymark	ARLA Propertymark
We are also ARLA Propertymark Members and whilst most of the information in the guide is applicable to us; not all of it is. If you have any queries, please speak with your Residents' Team.	我们也是ARLA Propertymark 会员。所以提供的信息大部分适用于我们，但并非所有信息都适用。如果你有任何疑问，请与你公寓的Fresh团队讨论。
Government Guidelines	政府准则
Keep up to date with the small print with these government guidelines to renting .	了解更的政府准则请阅读 government guidelines to renting .
Client Money Protection	客户资金保障
Fresh are members of The Propertymark Client Money Protection Scheme meaning that if you feel we have misappropriated your rent or deposit you can apply for reimbursement through this scheme.	Fresh是The Propertymark客户资金保障计划的成员，这意味着如果你觉得我们挪用了你的租金或押金，你可以通过该计划申请补偿。 点击

Click here for our Client Money Protection Certificate and our accounting rules are here .	这里 查看我们的客户资金保障证书，了解会计规则 点击这里 。
Property Redress Scheme	财产补偿计划
Fresh are a member of the Property Redress Scheme . <i>"The Property Redress Scheme is a straightforward and easy to use consumer redress (ombudsman) scheme for Property Agents and Professionals."</i>	Fresh是 财产补偿计划 的成员。 <i>"The Property Redress Scheme is a straightforward and easy to use consumer redress (ombudsman) scheme for Property Agents and Professionals."</i>
Paying Your Tenancy Deposit and Rent	支付租房押金和租金
Tenancy Deposit and First Rent Instalment	租房押金和首期租金分期付款
It's really important that these are paid on time as without them we won't be able to let you have your key to move in. Please contact our Residents' Team if you have any concerns.	按时支付这些费用很重要。在没有按时支付的情况下我们无法提供钥匙并且为你办理入住。如果你有任何疑问，请联系我们的Fresh团队。
How Will I Know When Payments Are Due?	我如何知道何时付款？
All your payment dates are listed in your Tenancy Agreement/Licence to Reside (ROI).	你所有的付款日期都列在你的租约/居住协议 (ROI) 里。
Living With Fresh Once You Graduate!	毕业后还可以预定Fresh公寓！
Can I Live with Fresh Once I Have Graduated?	毕业后我还可以继续预定Fresh的公寓吗？
In most cases our student properties are purely for students, however, we do offer rental homes in locations across the UK which are perfect for recent graduates, offering great value rent, on-site Residents' Teams and the fantastic service you would expect from Fresh.	通常我们的学生公寓纯粹是为学生服务。然而，我们也有提供位于英国各地的 出租房屋 ，这些房屋非常适合刚毕业的学生，包括超值的租金以及热情的Fresh团队。