



Fresh FAQ (Frequently Asked Questions)

About Us	關於我們
Who are Fresh?	Fresh 是誰？
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.	我們是一家市場領先的第三方管理公司，在英國和愛爾蘭提供住宅出租資產。從PBSA，到BTR和Co Living，我們創造了適合居民生活方式的住宅和社區。
Making a Booking	預訂公寓
How Do I Book?	如何預定公寓？
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.	點擊網站上的任何一個 “立即預訂” 按鈕，就可以開始申請訂房。如果你需要任何幫助或建議，或者想預訂我們的短期出租或夏季住宿，你可以與你所選擇的地點的Fresh團隊交談。
What Do I Need to Know About the Booking Process?	關於預訂過程，我需要知道什麼？
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.	你可以通過幾個簡單的步驟完成你的預訂。預訂公寓之前先準備好一些信息，如擔保人(guarantor)的姓名、電子郵件和地址，你自己的頭像和支付預付租金/預訂費的銀行卡(ROI only)，你應該能夠在15分鐘內完成預訂。

<p>What is a Guarantor?</p>	<p>擔保人(guarantor)是什麼？</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>擔保人 (guarantor) 是同意在你無法支付房租的情況下為你支付房租的人，例如父母或近親。如果你不向房東支付你所欠的租金，他們可以要求你的擔保人代為支付。如果你的擔保人不付錢，你的房東可以把他們告上法庭。</p>
<p>Will I Need a Guarantor?</p>	<p>我是否需要擔保人？</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，所有與我們一起居住的居民都需要有一個擔保人，但這個人不一定要住在英國。如果你不能支付租金，他們需要承諾支付租金，所以請確保你與他們討論這個問題。一旦你簽署了租賃協議，你的擔保人將被要求同意提名，提供身份證明和他們的地址，並簽署一份租賃協議的副本。</p>
<p>How Can I Choose the Best Room for Me?</p>	<p>我可以選擇最適合自己的房間嗎？</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>我們希望你選擇一個你喜歡的房間，我們知道每個人都有一個不同的願望清單 - 從房間所在的樓層到景觀和房間裏的設施，我們的Fresh團隊將隨時與你討論，並幫助你做出最佳選擇。</p>
<p>Can I Come to Have a Look Around Before I Book?</p>	<p>我可以在預訂之前來先看看公寓嗎？</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>當然可以。我們對我們的房產感到非常自豪，並且很願意帶你參觀。</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>如果你想帶朋友或家人來，那也絕對沒問題。我們只要求你提前跟我們的Fresh團隊預約時間，這樣我們才能確保有房間可以給你參觀。如果你臨時來拜訪也沒問題，不過我們很有可能沒有空房給你參觀，但我們仍然可以帶你參觀我們公寓的共享空間。</p>
<p>I Have a Medical Condition Which Means I Have Certain Requirements for My Room</p>	<p>我有醫療狀況所以對於我的房間有特殊的要求</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>請與我們的Fresh團隊聯繫 - 他們是我們物業的專家，大多數房間都有不同程度的適應性，所以我們的團隊將能夠協助你。</p>
<p>I Will Be Aged 16 or 17 When the Tenancy Starts - Can I Still Book?</p>	<p>租約開始時我將年滿16或17歲，我還可以預訂嗎？</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，但我們會要求你在預訂過程中完成一些額外的步驟。這包括提名一位負責任的成年人，他將是我們與你的聯繫點。另外，我們將建議在你入住後每個月與我們的總經理會面確保你與我們入住的這段期間一切安好，但這並不是強制性的而取決於你個人的要求！</p>
<p>Can I Book Together with a Group of Friends?</p>	<p>我可以和朋友一起預訂嗎？</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! 我們知道選擇和誰一起住是非常重要的，所以在我們有共享公寓的地方，可以通過與我們的Fresh團隊聯繫，輕鬆組織團體預訂。</p>

<p>Will I Need to Pay a Deposit?</p>	<p>我需要付租賃押金嗎？</p>
<p>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.</p>	<p>我們要求所有居民支付租賃押金。只要在租期結束後沒有任何損壞或未付租金，你會在租期結束時拿回押金。我們各地的押金價值各不相同，所以請查看你所選房產的收費表以瞭解更多信息。押金由英格蘭和威爾士的“Tenancy Deposit Scheme”或蘇格蘭的“My Deposit Scheme”提供充分保障。</p>
<p>Cancellation</p>	<p>取消預訂</p>
<p>What If I Want to Cancel My Booking?</p>	<p>我想取消我的預訂怎麼辦？</p>
<p>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.</p>	<p>請參考你所選擇的公寓的條款，瞭解你何時和如何取消預訂的細節。如果你有任何問題，我們的Fresh住戶團隊將很樂意與你討論這個問題。</p>
<p>Covid-19</p>	<p>Covid-19</p>
<p>Covid-19 and Fresh</p>	<p>Covid-19 and Fresh</p>
<p>For the latest updates and advice please visit our Covid-19 Section.</p>	<p>有關最新的更新和建議，請訪問我們的 Covid-19 Section.</p>
<p>Moving In</p>	<p>入住須知</p>
<p>When Can I Move In?</p>	<p>何時可以搬進去？</p>
<p>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!</p>	<p>在你的租約開始前幾周，我們會與你聯繫，請你預訂一個入住時間。這樣我們才能確保你入住的時候有人為你辦理入住</p>
<p>What Payments Will I Need to Make Before I Move In?</p>	<p>入住前我需要支付哪些費用？</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>你的第一筆租金分期付款應在租約開始最晚前十天支付，租賃押金應在租約開始前九天支付。</p>
<p>How Do I Find Out Who I am Going to be Living with?</p>	<p>我怎樣才能知道誰和我住一樣的公寓？</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>當你預訂時，你可以看到你的室友是男性還是女性，他們是幾年級的學生以及他們學習的科系。出於數據保護的原因，我們不會透露姓名，但你可以在入住前通過我們的Facebook頁面尋找你的室友。</p>
<p>Can I Order Bedding and Kitchen Packs?</p>	<p>我可以預先訂購牀上用品和廚房用品嗎？</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很榮幸能夠與unikitout.com 合作。從他們的網站上訂購一系列的廚房和牀上用品包，包括被套、枕頭、炊具和清潔用品，它們將被直接送到你的住所。在網上訂購，使用促銷代碼FRESH10可以節省10%。在他們的購物車頁面上，使用下拉菜單選擇你的住宿地點，並輸入你的抵達日期，以確保所有東西都能按時送達!</p>
<p>Do I Need a TV Licence?</p>	<p>我需要TV Licence 嗎？</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 computer, laptop, mobile phone, tablet, games console, digital box or</p>	<p>是的，除非我們告訴你我們有提供TV Licence。如果你觀看或錄製正在播放的節目，觀看iPlayer或在線觀看電視直播，你將需要申請TV Licence。這適用於你使用的任何供</p>

<p>DVD/VHS recorder. Please visit tvlicensing.co.uk for more information.</p>	<p>應商和任何設備，包括電視、臺式電腦、筆記本電腦、手機、平板電腦、遊戲機、數碼盒或DVD/VHS錄像機。請訪問tvlicensing.co.uk瞭解更多信息。</p>
<p>Can I Have a Pet?</p>	<p>我可以養寵物嗎？</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>學生宿舍通常不適合養寵物，所以我們不允許在公寓裏養任何形狀或大小的寵物。</p>
<p>Living With Fresh</p>	<p>與Fresh生活須知</p>
<p>What Size is a Double Bed?</p>	<p>Double Bed 的尺寸是什麼？</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 的長度與 standard double bed 相同，只是窄了一點。也被稱為 3/4 size bed，small double bed 的尺寸約為 120 釐米寬 x 190 釐米長。即使有兩個人合住，仍然有足夠的空間讓你們睡個好覺。</p>
<p>How Can I Contribute to Sustainable Living?</p>	<p>我怎樣才能為 Sustainable Living 做出貢獻？</p>
<p>Please read our Sustainable Living Guide</p>	<p>請閱讀我們的 Sustainable Living Guide</p>
<p>What Do I do if I am Not Totally Satisfied?</p>	<p>如果我有對公寓不滿怎麼辦？</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>我們希望你和我們生活的時段是愉快的，但有時我們可能沒有做到這一點。我們認真對待所有投訴，並將盡力在第一時間解決任何問題。如果你需要關於如何投訴的幫助和建議，請看看我們的 Complaints Procedure.</p>

<p>Can I Invite Guests to Stay in My Room?</p>	<p>我可以邀請客人來過夜嗎？</p>
<p>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.</p>	<p>我們都是成年人，所以當然允許偶爾有過夜的客人。但是請不要邀請他們連續住超過三晚，也請你一定要先跟你的室友確認他們是否可以接受房客。</p>
<p>Will My Room be Inspected?</p>	<p>我的房間是否會被檢查？</p>
<p>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.</p>	<p>是的，在你的租期內，我們至少進行三次檢查。我們會留意清潔情況，希望不要看到任何損壞和丟失的物品。每次檢查後，我們會告訴你是否需要收取任何費用來糾正一些問題。如果前兩次我們有檢查到任何順壞或需要賠償的東西我們會立即要求賠償。最後一次檢查時，將從您的租賃保證金中扣除。清潔、損壞和丟失物品的費用可在 Residents' Handbook 中找到。</p>
<p>Do I need to Move Out Over the Christmas and Easter Holidays?</p>	<p>我需要在聖誕節和復活節假期期間搬出去嗎？</p>
<p>No, your room is yours for the whole of your tenancy. You only need to move out at the end of the agreement.</p>	<p>不需要，你的房間在整個租期內都是你的。你只需要在協議結束時搬出去即可。</p>
<p>Will I Be Charged for Damages?</p>	<p>我是否會被要求賠償任何損失？</p>
<p>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 list of possible damage charges are available in our Residents' Handbook.</p>	<p>作為你的租約/居住協議的一部分，你已經同意照看你的房間，不造成任何損害。我們知道意外有時會發生，所以我們的 Residents'</p>

	Handbook中列出了可能的損壞費用。
Can I Smoke?	我可以抽菸嗎？
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.	我們所有的公寓都是禁止抽菸的，這包括所有類型的電子煙。任何私人 and 公共區域都不允許吸菸，包括臥室、浴室、廚房和所有內部社交空間。通常公寓室外會有指定的吸菸區，麻煩請在指定區域內抽菸。
Our Affiliates	我們的附屬機構
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，我們遵守 ANUK 準則 。如果您有任何疑問，請與你公寓的Fresh團隊討論。
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.	我們也是ARLA PropertyMark會員。所以提供的信息大部分適用於我們，但並非所有信息都適用。如果你有任何疑問，請與你公寓的Fresh團隊討論。
Government Guidelines	政府準則
Keep up to date with the small print with these government guidelines to renting .	瞭解更的政府準則請閱讀 government guidelines to renting .
Client Money Protection	客戶資金保障
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. Click here for our Client Money	Fresh是The PropertyMark客戶資金保障計劃的成員，這意味着如果你覺得我們挪用了你的租金或押金，你可以通過該計劃申請補償。 點擊

Protection Certificate and our accounting rules are here .	這裏 查看我們的客戶資金保障證書，瞭解會計規則 點擊這裏 。
Property Redress Scheme	財產補償計劃
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 財產補償計劃 的成員。 <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.	按時支付這些費用很重要。在沒有按時支付的情況下我們無法提供鑰匙並且為你辦理入住。如果你有任何疑問，請聯繫我們的Fresh團隊。
How Will I Know When Payments Are Due?	我如何知道何時付款？
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約/居住協議 (ROI) 裏。
Living With Fresh Once You Graduate!	畢業後還可以預定Fresh公寓！
Can I Live with Fresh Once I Have Graduated?	畢業後我還可以繼續預定Fresh的公寓嗎？
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.	通常我們的學生公寓純粹是為學生服務。然而，我們也有提供位於英國各地的 出租房屋 ，這些房屋非常適合剛畢業的學生，包括超值的租金以及熱情的Fresh團隊。