



## Fresh FAQ (Frequently Asked Questions)

[www.thisisfresh.com/student/faqs](http://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租赁资产公司，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。如果您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，您可以与您所选择的地点的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).	您可以通过几个简单的步骤完成您的预订。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，您自己的头像和支付预付租金/预订费的银行卡 (ROI only)。
What is a Guarantor?	担保人(guarantor)是什么？

<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)是同意在您无法支付房租的情况下为您支付房租的人，例如父母或近亲。如果您不向房东支付您所欠的租金，他们可以要求您的担保人代为支付。如果您的担保人不付钱，您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>The choice is yours! You can select to have a guarantor which allows you to pay your rent in instalments, or, if you prefer, and are able to make your full years payment upfront, you won't need a guarantor.</p> <p>If you do choose to have guarantor, please make sure they understand they are committing to pay the rent if you aren't able to. For most Fresh sites, they do not have to live in the UK but must be over 18 and not live in a property managed by Fresh. This criteria can vary between our sites, so please refer to your booking information for the most up-to date guarantor requirements for your chosen location. Once you have signed the contract your guarantor will be asked to provide proof of ID and their address and also sign a copy of the agreement.</p>	<p>您可以自行选择！若您选择分期付款房租，则需要担保人；但是若您愿意，并能够提前支付全年房租，比不需要担保人。</p> <p>若您选择分期付款，有担保人，请确保他们明白他们承诺在您无法支付租金时支付租金。对于大多数 Fresh 公寓来说，您的担保人不一定要住在英国，但必须年满18岁，而且不能住在 Fresh 管理的公寓楼。此标准在我们不同的地点可能有所不同，因此请参阅您的预订资讯，了解您所选地点对担保人的最新要求。一旦您签订合约，您的担保人将被要求提供身份证明和他们的地址，并签署一份协议副本。</p>
<p>What is the Advance Rent?</p>	<p>什么是预付租金？</p>
<p>Most of our properties require applicants to pay an advance rent at the time of booking. This is refundable should you decide to cancel within the cooling off period or later find your place has been withdrawn or you are</p>	<p>我们大多数公寓都需要申请人在预订时预付租金。如果您在冷却期内决定取消，或者后来发现您的位置已被撤销，或者您无法获得进入英</p>

<p>not able to obtain a visa to enter the UK.</p> <p>The advance rent will show as a payment towards your first rent instalment on your account.</p>	<p>国的签证，这笔预付房租可以退还。</p> <p>预付房租将显示为您账户中第一期房租的付款，而从第一期房租中金额扣除。</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>我们希望您选择一个您喜欢的房间，我们知道每个人都有不同的愿望清单 - 从房间所在的楼层到景观和房间里的设施，我们的Fresh团队将随时与您讨论，并帮助您做出最佳选择。</p>
<p>What Size is a Small Double Bed?</p>	<p>Small 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您们睡个好觉。</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？</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 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</p>	<p>当然可以。我们对我们的房产感到非常自豪，并且很愿意带您参观。如果您想带朋友或家人来，那也绝对没问题。我们只要求您提前跟我们的Fresh团队预约时间，这样我们才能确保有房间可以给您参观。如果您临时来拜访也没问题，不过我</p>

<p>be able to show you around our Residents' Shared Spaces.</p> <p>We can also offer online video viewings if you don't live locally so let us know what works for you!</p>	<p>们很有可能没有空房给您参观，但我们仍然可以带您参观我们公寓的共享空间。</p> <p>如果您不住在本地，我们还可以提供在线视频观看服务，请向我们提供您的需求！</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>If you book online, and you indicate you have a medical condition, the booking process will automatically pause so you can speak with us.</p>	<p>请与我们的<b>Fresh</b>团队联系 - 他们是我们公寓的专家，大多数房间都有不同程度的适应性，所以我们的<b>Fresh</b>团队将能够协助您。</p> <p>若您在网上预订，并表示自己有医疗状况，预订过程将自动暂停，以便您与我们交谈。</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<b>16</b>或<b>17</b>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，但我们会要求您在预订过程中完成一些额外的步骤。这包括提名一位负责任的成年人，他将是我们与您的联系点。另外，我们将建议在您入住后每个月与我们的总经理会面确保您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您个人的要求！</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</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>

<p>group booking can easily be organised by getting in touch with our Residents' Teams.</p>	<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。</p>
<p><b>What are Sanction Checks? (Please check with your chosen property if these checks apply)</b></p>	<p><b>什么是制裁检查？(请向您选择的公寓确认这些检查是否适用)</b></p>
<p>Some of our properties require Sanction Checks to be completed on residents and Guarantors before we are able to issue you with an agreement.</p> <p>The checks will be completed after you have signed the agreement. They use Government sanction databases to identify and list individuals who have been convicted of serious crimes and terrorism offences. The checks are conducted by Veri-Check on the Landlords behalf.</p>	<p>在我们向您签发租房协议之前，我们的一些公寓需要对住户和担保人进行认可检查。</p> <p>检查将在您签署协议后完成。这些检查使用政府制裁数据库来识别和列出曾因严重犯罪和恐怖主义罪行而被定罪的个人。检查由 Veri-Check 代表房东进行。</p>
<p><b>What If I Want to Cancel My Booking?</b></p>	<p><b>我想取消我的预订怎么办？</b></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>请参考您所选择的公寓的条款，了解您何时和如何取消预订的细节。如果您有任何问题，我们的Fresh住户团队将很乐意与您讨论这个问题。</p>
<p><b>Paying Your Rent and Tenancy Deposit</b></p>	<p><b>支付租金和租房押金</b></p>
<p><b>How Will I Know When Payments Are Due?</b></p>	<p><b>我如何知道什么时候该付款？</b></p>
<p>All your payment dates are listed in your agreement and on our website. It's really important you understand these payments must be made on time. We ask for a portion of your rent in advance of your tenancy starting, usually at the beginning of August.</p> <p>If we haven't received your first rent instalment and Tenancy Deposit payment, your booking may be cancelled. We also won't be able to let you have your key so it's important to make sure you have everything in</p>	<p>您的所有付款日期都列在您的协议和我们的网站上。请务必按时支付房租。我们需要您在租约开始前支付部分租金，通常是在八月初。</p> <p>如果我们没有收到您的首期租金和租赁押金，您的预订可能会被取消。我们也无法将钥匙交给您，因此，确保一切准备就绪非常重要，</p>

<p>place especially as you may not receive your student finance or bursary until after these dates.</p>	<p>尤其是因为您可能在这些完成之后才会收到学生资助或助学金。</p>
<p>How Can I Make Payment?</p>	<p>我该如何付款？</p>
<p>We recommend using our “<b>Residents’ App</b>” to make payment – its quick and easy and can be completed in a few clicks.</p> <p>If you don’t have access to a smartphone, you can log into our “<b>Residents’ Portal</b>” on a laptop.</p> <p>If you will need to make payment by bank transfer, please contact our Residents’ Team at least two weeks before your payment due date for more information. Bank transfers take longer to reach us so any payments made using this method will need to be done in advance.</p>	<p>我们建议您使用我们的 “<b>Residents’ App</b>” 进行支付--它方便快捷，只需点击几下即可完成。</p> <p>如果您没有智能手机，也可以使用笔记本电脑登录我们的 “<b>Residents’ Portal</b>”。</p> <p>如果您需要通过银行转账付款，请在至少在付款到期日两周前联系我们的公寓团队，了解更多信息。银行转账需要较长的时间才能到账，因此使用这种方式付款需要提前办理。</p>
<p>Will I Need to Pay a Deposit?</p>	<p>我需要付租赁押金吗？</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 “<b>Tenancy Deposit Scheme</b>” in England and Wales or the “<b>My Deposit Scheme</b>” in Scotland.</p> <p>In the Republic of Ireland your Booking Fee automatically converts into your Damages Deposit at the start of the tenancy.</p>	<p>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，您会在租期结束时拿回押金。我们各地的押金价值各不相同，所以请查看您所选公寓的收费表以了解更多信息。押金由英格兰和威尔士的 “<b>Tenancy Deposit Scheme</b>” 或苏格兰的 “<b>My Deposit Scheme</b>” 提供充分保障。</p> <p>在爱尔兰共和国，您的预订费会在租赁开始时自动转为损失押金。</p>

Covid-19	Covid-19
Covid-19 and Fresh	Covid-19 and Fresh
For the latest updates and advice please visit our <a href="#">Covid-19 Section</a>	有关最新的更新和建议，请访问我们的 <a href="#">Covid-19 Section</a>
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!	在您的租约开始前几周，我们会与您联系，请您预订一个入住时间。这样我们才能确保您入住的时候有人为您办理入住。
What Payments Will I Need to Make Before I Move In?	入住前我需要支付哪些费用？
Please check your agreement for your first rent instalment and tenancy deposit payment dates. If you have any questions about your rent instalment due dates, please contact our Residents' Team. You must pay your first rental instalment before you will be allowed to move in.	请查看您的租约协议，了解您的首期租金分期付款和租赁押金支付日期。如果您对租金分期付款日期有任何疑问，请联系我们的Fresh团队。您必须在支付首期租金后才能入住。
Can I Order Bedding and Kitchen Packs?	我可以预先订购床上用品和厨房用品吗？
Yes! Order bedding, kitchen packs and other university essentials from <a href="#">our shop</a>  <a href="https://www.thisisfresh.com/student/fresh-shop">https://www.thisisfresh.com/student/fresh-shop</a>	可以的！在我们的 <a href="#">商店</a> 订购床上用品、厨房用品和其他大学生活必需品。  <a href="https://www.thisisfresh.com/student/fresh-shop">https://www.thisisfresh.com/student/fresh-shop</a>
Do I Need a TV Licence?	我需要TV Licence 吗？
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	是的，除非我们告诉您我们有提供TV Licence。如果您观看或录制正在播放的节目，观看iPlayer或在线观看电视直播，您将需要申请TV Licence。这适用于您使用的任何供

<p>phone, tablet, games console, digital box, or DVD/VHS recorder.</p> <p>Please visit <a href="http://tvlicensing.co.uk">tvlicensing.co.uk</a> for more information.</p>	<p>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 <a href="http://tvlicensing.co.uk">tvlicensing.co.uk</a> 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><b>Living With Fresh</b></p>	<p><b>与Fresh生活须知</b></p>
<p>Can I Use Your Residents' App?</p>	<p>我可以使用你们的Residents' App吗？</p>
<p>Yes! As soon as we let you know your agreement has been countersigned you have access to our App which can be downloaded from IoS and the Android store. We will use the app to keep you up to date with all the events being held at the property, important announcements, and general news about your property.</p>	<p>可以！一旦我们通知您您的租约协议已经会签，您就可以访问我们的应用程序，该应用程序可从IoS和Android商店下载。我们将通过该应用程序向您及时通报公寓举办的所有活动、重要公告以及有关公寓的一般新闻。</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 <a href="#">Sustainable Living Guide</a></p>	<p>请阅读我们的<a href="#">Sustainable Living Guide</a></p>
<p>Can I Invite Guests to Stay in My Room?</p>	<p>我可以邀请客人来过夜吗？</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，也请您一定要先跟您的室友确认他们是否可以接受房客。</p>

<p>Will My Room be Inspected?</p>	<p>我的房间是否会被检查？</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 <b>Residents' Handbook</b>.</p>	<p>是的，在您的租期内，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，我们会告诉您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 <b>Residents' Handbook</b> 中找到。</p>
<p>Do I need to Move Out Over the Christmas and Easter Holidays?</p>	<p>我需要在圣诞节和复活节假期期间搬出去吗？</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. It will be your responsibility to check with the local Council if Council Tax will be due if you stay during the holidays.</p>	<p>不需要，您的房间在整个租期内都属于您。您只需在协议结束时搬出。如果您在假期期间入住，您有责任向当地政府咨询是否需要缴纳市政税。</p>
<p>Will I Be Charged for Damages?</p>	<p>我是否会被要求赔偿任何损失？</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 <b>Residents' Handbook</b>.</p>	<p>作为您的租约/居住协议的一部分，您已经同意照看您的房间，不造成任何损害。我们知道意外有时会发生，所以我们的 <b>Residents' Handbook</b> 中列出了可能的损坏费用。</p>
<p>Can I Smoke/Vape?</p>	<p>我可以抽烟/电子烟吗？</p>
<p>All our properties are smoke free, and this includes all types of E-cigarettes and Vapes. Smoking is not allowed in any private or communal area</p>	<p>我们的所有公寓均禁止吸烟，包括所有类型的电子烟和 vapes。任何</p>

<p>including bedrooms, bathrooms, kitchens, and all internal social spaces. Designated smoking areas can be found outside the building. If you do have an e-cigarette or vape, please ensure that the charger conforms to British or EU safety standards, or they will be removed during room inspections. All drug use, including the use of Laughing Gas, is prohibited at our properties.</p>	<p>私人或公共区域都禁止吸烟，包括卧室、浴室、厨房和所有内部社交空间。楼外有指定的吸烟区。如果您有电子烟或 <b>vape</b>，请确保充电器符合英国或欧盟安全标准，否则将在房间检查时被移除。我们的公寓禁止使用任何毒品，包括笑气。</p>
<p><b>What Do I do if I am Not Totally Satisfied?</b></p>	<p><b>如果我有对公寓不满怎么办？</b></p>
<p>We hope you will love 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 the first time. If you need help and advice, please speak with your General Manager first. To view our complaints procedure please <a href="#">download this guide</a>.</p> <p>Fresh are members of the <a href="#">Property Redress Scheme</a> which is a consumer redress (ombudsman) scheme for Property Agents and Professionals. Our membership number is PRS013082. If you do not feel we have dealt with your complaint, you may be able to raise this with the PRS.</p>	<p>我们希望您和我们生活的时段是愉快的，但有时我们也可能做得不够好。我们会认真对待所有投诉，并尽力在第一时间解决任何问题。如果您需要帮助和建议，请先与您的公寓经理联系。如需查看我们的投诉程序，<a href="#">请下载本指南</a>。</p> <p>Fresh 是 <a href="#">Property Redress Scheme</a> ( 物业补偿计划 ) 的成员，该计划是针对物业代理和专业人士的消费者补偿 ( 监察员 ) 计划。我们的会员编号是 PRS013082。如果您认为我们没有处理好您的投诉，您可以向 PRS 提出。</p>
<p><b>Our Affiliates</b></p>	<p><b>我们的附属机构</b></p>
<p>ANUK (Accreditation Network United Kingdom)</p>	<p>ANUK</p>
<p>Fresh are proud members of the <a href="#">ANUK Code</a>. This means we have signed up to the ANUK Code which ensures best practice across our properties. You will see our membership certificates displayed in</p>	<p>Fresh 是令人自豪的 <a href="#">ANUK Code</a> 成员。以确保我们的公寓采用最佳管理我们已经签署了ANUK准则。您可以在我们的公寓中看到我们的会员</p>

<p>our properties and if you have any questions about ANUK and what it means for you please speak with our Residents' Team.</p>	<p>证书，如果您对ANUK对您的意义有任何疑问，请与我们的 Fresh 队联系。</p>
<p>ARLA (Association of Residential Lettings Agents) Propertymark</p>	<p>ARLA Propertymark</p>
<p>Fresh are also proud members of <a href="#">Propertymark</a> which is a regulatory body for letting and managing agents in the UK. It provides a Code of Practice for its members which Fresh follow. This provides peace of mind and reassurance that you can trust Fresh to look after you at every step of your tenancy.</p>	<p>Fresh 也是 <a href="#">Propertymark</a> 的成员，这是英国租赁和管理代理的监管机构。Fresh将遵守 Propertymark 所提供的业务守则。您能放心信任我们团队会在您租房的每一步都为您提供周到的服务。</p>
<p>Government Guidelines</p>	<p>政府准则</p>
<p>If you are renting with us in England take a look at the Government produced guide <a href="#">How to Rent</a> which provides lots of helpful information.</p> <p>If you are renting in Wales, the guide '<a href="#">A Home in the Private Rented Sector</a>' is available.</p>	<p>若您在英格兰租房，请参阅政府编制的 <a href="#">《如何租房》</a> 指南，其中提供了大量有用信息。</p> <p>若您在威尔士租房，可参阅 '<a href="#">A Home in the Private Rented Sector</a>'。</p>
<p>Client Money Protection</p>	<p>客户资金保障</p>
<p>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 <a href="#">here</a> for our Client Money Protection Certificate and our accounting rules are <a href="#">here</a>.</p>	<p>Fresh是The Propertymark客户资金保障计划的成员，这意味着如果您觉得我们挪用了您的租金或押金，您可以通过该计划申请补偿。<a href="#">点击这里</a> 查看我们的客户资金保障证书，了解会计规则<a href="#">点击这里</a>。</p>
<p><b>Living With Fresh Once You Graduate!</b></p>	<p><b>毕业后还可以预定Fresh公寓！</b></p>
<p>Can I Live with Fresh Once I Have Graduated?</p>	<p>毕业后我还可以继续预定Fresh的公寓吗？</p>
<p>In most cases our student properties are purely for students, however, we do offer <a href="#">rental homes</a> in locations</p>	<p>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</p>



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.

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。