

# Fresh FAQ (Frequently Asked Questions) www.thisisfresh.com/student/faqs

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 租賃資產公司,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。 如果您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,您可以與您所選擇的地點的 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).	您可以通過幾個簡單的步驟完成您的預訂。預訂公寓之前先準備好一些資訊,如擔保人(guarantor)的姓名、電子郵件和位址,您自己的頭像和支付預付租金/預訂費的銀行卡(ROI only)。
What is a Guarantor?	擔保人(guarantor)是什麼?



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.

擔保人(guarantor)是同意在您無 法支付房租的情況下為您支付房租 的人,例如父母或近親。如果您不 向房東支付您所欠的租金,他們可 以要求您的擔保人代為支付。如果 您的擔保人不付錢,您的房東可以 把他們告上法庭。

#### Will I Need a Guarantor?

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.

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.

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

What is the Advance Rent?

#### 我是否需要担保人?

您可以自行選擇!您若選擇分期支付房租,則需要擔保人;但是若您願意,並能夠提前支付全年房租, 比不需要擔保人。

若您選擇分期付款,有擔保人,請確保他們明白他們承諾在您無法支付租金時支付租金。對於大多數Fresh公寓來說,您的擔保人不一定要住在英國,但必須年滿18歲,而且不能住在Fresh管理的公寓樓。此標準在我們不同的地點可能有所不同,因此請參閱您的預訂資訊,瞭解您所選地點對擔保人的最新要求。一旦您簽訂合約,您的擔保人將被要求提供身份證明和他們的地址,並簽署一份協議副本。

#### 什麼是預付租金?

我們大多數公寓都需要申請人在預 訂時預付租金。 如果您在冷卻期內 決定取消,或者後來發現您的位置 已被撤銷,或者您無法獲得進入英



not able to obtain a visa to enter the UK.

The advance rent will show as a payment towards your first rent instalment on your account.

國的簽證,這筆預付房租可以退還。

預付房租將顯示為您帳戶中第一期 房租的付款,而從第一期房租金額 中扣除。

## How Can I Choose the Best Room for Me?

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.

### 我可以選擇最適合自己的房間嗎?

我們希望您選擇一個您喜歡的房間,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里的設施,我們的Fresh團隊將隨時與您討論,并且协助您做出最佳選擇。

#### What Size is a Small Double Bed?

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.

#### Small Double Bed 的尺寸是什麼?

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 x190釐米長。 即使有兩個人合住,仍然有足夠的空間讓您們睡個好 覺。

# Can I Come to Have a Look Around Before I Book?

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

### 我可以在預訂之前來先看看公寓?

當然可以。我們對我們的房產感到 非常自豪,並且很願意帶您參觀。 如果您想帶朋友或家人來,那也絕 對沒問題。我們只要求您提前跟我 們的Fresh團隊預約時間,這樣我們 才能確保有房間可以給您參觀。如 果您臨時來拜訪也沒問題,不過我 們很有可能沒有空房給您參觀,但



be able to show you around our Residents' Shared Spaces.  We can also offer online video viewings if you don't live locally so let us know what works for you!	我們仍然可以帶您參觀我們公寓的 共享空間。 如果您不住在本地,我們還可以提 供在線視頻觀看服務,請向我們提 供您的需求!
I Have a Medical Condition Which Means I Have Certain Requirements for My Room	我有醫療狀況所以對於我的房間有特殊的要求
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.  If you book online, and you indicate	請與我們的Fresh團隊聯繫 - 他們是 我們公寓的專家,大多數房間都有 不同程度的適應性,所以我們的 Fresh團隊將能夠協助您。
you have a medical condition, the booking process will automatically pause so you can speak with us.	若您在網上預訂,並表示自己有醫療狀況,預訂過程將自動暫停,以便您與我們交談。
I Will Be Aged 16 or 17 When the Tenancy Starts - Can I Still Book?	租約開始時我將年滿16或17歲,我 還可以預訂嗎?
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!	可以,但我們會要求您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,他將是我們與您的聯繫點。 另外,我們將建議在您入住后每個月與我們的總經理會面確保您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您個人的要求!
Can I Book Together with a Group of Friends?	我可以和朋友一起預訂嗎?
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.	可以! 我們知道選擇和誰一起住是 非常重要的,所以在我們有共用公



	寓的地方,可以通過與我們的Fresh
	國隊聯繫,輕鬆組織團體預訂。 國際聯繫,輕鬆組織團體預訂。
What are Sanction Checks? (Please	什麼是制裁檢查?(請向您選擇的
check with your chosen property if	·
these checks apply)	公寓確認這些檢查是否適用)
Some of our properties require Sanction Checks to be completed on residents and Guarantors before we are able to issue you with an	在我們向您簽發租房協議之前,我
	們的一些公寓需要對住戶和擔保人
agreement.	進行認可檢查。
The checks will be completed after you	檢查將在您簽署協議後完成。 這些
have signed the agreement. They use	
Government sanction databases to identify and list individuals who have	檢查使用政府制裁資料庫來識別和
been convicted of serious crimes and	列出曾因嚴重犯罪和恐怖主義罪行
terrorism offences. The checks are conducted by Veri-Check on the	而被定罪的個人。 檢查由 Veri-
Landlords behalf.	Check 代表房東進行。
What If I Want to Cancel My Booking?	我想取消我的預訂怎麼辦?
Please refer to your chosen properties'	請參考您所選擇的公寓的條款,瞭
Terms and Conditions for details of	解您何時和如何取消預訂的細節。
when and how you are able to cancel. Our Residents' Team will be happy to	如果您有任何問題,我們的Fresh住
discuss this with you if you have any	戶團隊將很樂意與您討論這個問
questions.	題。
Paying Your Rent and Tenancy Deposit	支付租金和租房押金
How Will I Know When Payments Are Due?	我如何知道什麼時候該付款?
All your payment dates are listed in your agreement and on our website. It's really important you understand	您的所有付款日期都列在您的協議
	和我們的網站上。 請務必按時支付
these payments must be made on time. We ask for a portion of your rent	房租。 我們需要您在租約開始前支
in advance of your tenancy starting, usually at the beginning of August.	付部分租金,通常是在八月初。
If we haven't received your first rent instalment and Tenancy Deposit	如果我們沒有收到您的首期租金和
	租賃押金,您的預訂可能會被取
payment, your booking may be cancelled. We also won't be able to let	消。 我們也無法將鑰匙交給您,因
you have your key so it's important to make sure you have everything in	此,確保一切準備就緒非常重要,
make sure you have everything in	2



place especially as you may not receive your student finance or bursary until after these dates.

尤其是因為您可能在這些完成之後 才會收到學生資助或助學金。

#### How Can I Make Payment?

# We recommend using our "Residents' App" to make payment – its quick and easy and can be completed in a few clicks.

If you don't have access to a smartphone, you can log into our "Residents' Portal" on a laptop.

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.

#### 我該如何付款?

我們建議您使用我們的 "Residents' App" 進行支付--它方便快捷,只需點擊幾下即可完成。

如果您沒有智能手機,也可以使用 筆記型電腦登錄我們的 "Residents"。

如果您需要通過銀行轉帳付款,請至少在付款到期日兩周前聯繫我們的公寓團隊,瞭解更多資訊。銀行轉帳需要較長的時間才能到賬,因此使用這種方式付款需要提前辦理

#### Will I Need to Pay a Deposit?

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.

In the Republic of Ireland your Booking Fee automatically converts into your Damages Deposit at the start of the tenancy.

### 我需要付租賃押金嗎?

我們要求所有居民支付租賃押金。只要在租期結束后沒有任何損壞或未付租金,您會在租期結束時拿回押金。我們各地的押金價值各不相同,所以請查看您所選公寓的收費表以瞭解更多資訊。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。

在愛爾蘭共和國,您的預訂費會在租賃開始時自動轉為損失押金。

#### Covid-19

#### Covid-19 and Fresh

#### Covid-19

Covid-19 and Fresh



For the latest updates and advice	有關最新的更新和建議,請訪問我
please visit our Covid-19 Section	們的 <u>Covid-19 Section</u>
Moving In	入住须知
When Can I Move In?	何時可以搬進去?
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!	在您的租約開始前幾周,我們會與 您聯繫,請您預訂一個入住時間。 這樣我們才能確保您入住的時候有 人為您辦理入住。
What Payments Will I Need to Make Before I Move In?	入住前我需要支付哪些費用?
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.	請查看您的租約協議,瞭解您的首期租金分期付款和租賃押金支付日期。如果您對租金分期付款日期有任何疑問,請聯繫我們的Fresh團隊。您必須在支付首期租金後才能入住。
Can I Order Bedding and Kitchen Packs?	我可以預先訂購床上用品和廚房用品嗎?
Yes! Order bedding, kitchen packs and other university essentials from our shop  https://www.thisisfresh.com/student/fresh-shop	可以的!在我們的 <mark>商店</mark> 訂購床上用品、廚房用品和其他大學生活必需品。 https://www.thisisfresh.com/student/fresh-shop
Do I Need a TV Licence?	我需要TV Licence 嗎?
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 DVD/VHS recorder.	是的,除非我們告訴您我們有提供 TV Licence。如果您觀看或錄製正 在播放的節目,觀看iPlayer或在線 觀看電視直播,您將需要申請TV Licence。這適用於您使用的任何供 應商和任何設備,包括電視、台式 電腦、筆記型電腦、手機、平板電



Please visit tvlicensing.co.uk for more information.	腦、遊戲機、數碼盒或DVD/VHS錄 影機。 請訪問 <u>tvlicensing.co.uk</u> 瞭 解更多資訊。
Can I Have a Pet?	我可以養寵物嗎?
Student accommodation is often not a suitable environment for pets and that's why pets of any shape or size aren't allowed.	學生宿舍通常不適合養寵物,所以 我們不允許在公寓里養任何形狀或 大小的寵物。
Living With Fresh	與Fresh生活須知
Can I Use Your Residents' App?	我可以使用你們的Residents' App 嗎?
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.	可以!一旦我們通知您您的租約協議已經會簽,您就可以訪問我們的應用程式,該應用程式可從IoS和Android商店下載。 我們將通過該應用程式向您及時通報公寓舉辦的所有活動、重要公告以及有關公寓的一般新聞。
How Can I Contribute to Sustainable Living?	我怎樣才能為Sustainable Living做 出貢獻?
Please read our <u>Sustainable Living</u> <u>Guide</u>	請閱讀我們的 <u>Sustainable Living</u> <u>Guide</u>
Can I Invite Guests to Stay in My Room?	我可以邀請客人來過夜嗎?
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,也請您一定要先跟您的室友確認他們是否可以接受房客。
Will My Room be Inspected?	我的房間是否會被檢查?



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,在您的租期內,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。 每次檢查后,我們會告訴您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。

# Do I need to Move Out Over the Christmas and Easter Holidays?

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.

# 我需要在耶誕節和復活節假期期間搬出去嗎?

不需要,您的房間在整個租期內都屬於您。您只需在協議結束時搬出。如果您在假期期間入住,您有責任向當地政府諮詢是否需要繳納市政稅。

#### Will I Be Charged for Damages?

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.

### 我是否會被要求賠償任何損失?

作為您的租約/居住協議的一部分,您已經同意照看您的房間,不造成任何損害。 我們知道意外有時會發生,所以我們的 Residents'
Handbook 中列出了可能的損壞費用。

### Can I Smoke/Vape?

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 including bedrooms, bathrooms,

#### 我可以抽煙/電子煙嗎?

我們的所有公寓均禁止吸煙,包括 所有類型的電子煙和 vapes。 任何 私人或公共區域都禁止吸煙,包括



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.

臥室、浴室、廚房和所有內部社交空間。 樓外有指定的吸煙區。 如果您有電子煙或 vape,請確保充電器符合英國或歐盟安全標準,否則將在房間檢查時被移除。 我們的公寓禁止使用任何毒品,包括笑氣。

## What Do I do if I am Not Totally Satisfied?

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 download this guide.

Fresh are members of the Property
Redress Scheme 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.

### 如果我有對公寓不滿怎麼辦?

我們希望您和我們生活的時段是愉快的,但有時我們也可能做得不夠好。 我們會認真對待所有投訴,並盡力在第一時間解決任何問題。 如果您需要幫助和建議,請先與您的公寓經理聯繫。 如需查看我們的投訴程式,請下載本指南。

Fresh 是 Property Redress Schem (物業補償計劃)的成員,該計劃是針對物業代理和專業人士的消費者補償(監察員)計劃。我們的會員編號是 PRS013082。如果您認為我們沒有處理好您的投訴,您可以向 PRS 提出。

#### **Our Affiliates**

# ANUK (Accreditation Network United Kingdom)

Fresh are proud members of the ANUK Code. 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 our properties and if you have any

#### 我們的附屬機構

#### ANUK

Fresh 是令人自豪的 ANUK Code 成員。以確保我們的公寓採用最佳管理我們已經簽署了ANUK準則。您可以在我們的公寓中看到我們的會



questions about ANUK and what it means for you please speak with our Residents' Team.	員證書,如果您對ANUK對您的意義 有任何疑問,請與我們的 Fresh 團 隊聯繫。
ARLA (Association of Residential Lettings Agents) Propertymark	ARLA Propertymark
Fresh are also proud members of Propertymark 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.	Fresh 也是 <u>Propertymark</u> 的成員 · 這是英國租賃和管理代理的監管機構。 Fresh將遵守 Propertymark 所提供的業務守則。 您能放心信任我們團隊會在您租房的每一步都為您提供周到的服務。
Government Guidelines	政府準則
If you are renting with us in England take a look at the Government produced guide How to Rent which provides lots of helpful information.	若您在英格蘭租房,請參閱政府編 製的 <mark>《如何租房》</mark> 指南,其中提供 了大量有用資訊。
If you are renting in Wales, the guide 'A Home in the Private Rented Sector' is available.	若您在威爾士租房,可參閱 <u>'A Home</u> in the Private Rented Sector'。
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 <a href="here">here</a> for our Client Money Protection Certificate and our accounting rules are <a href="here">here</a> .	Fresh是The Propertymark客戶資金保障計劃的成員,這意味著如果您覺得我們挪用了您的租金或押金,您可以通過該計劃申請補償。點擊這裡查看我們的客戶資金保障證書,瞭解會計規則點擊這裡。
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?	畢業后我還可以繼續預定Fresh的公 寓嗎?
In most cases our student properties are purely for students, however, we do offer rental homes in locations	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



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.

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。