

Renting Guidelines

租賃合約

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合約簡介、內容範圍、司法權

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INTRODUCTION, SCOPE, JURISDICTION

合約簡介、內容範圍、司法權

Welcome to your new home and thank you for renting one of our units. Please take the time to read and fully understand this document, which will make your stay with us even more enjoyable. 歡迎來到您的新家，感謝您承租本司的物業。請花時間閱讀並充分理解本文件，這將使您與我們的合作更加愉快。

What is this document?

文件內容

This document explains the details of the contract between the TENANT and POP-ROOMS. Reading, understanding and agreeing with this document is mandatory to rent our units. It explains in detail what we provide and what is expected from our tenants. We hope it will prevent incidents, clear up misunderstandings, and help tenants understand their rights in detail. 本文件內含承租人和 POP-ROOMS 之間的合約細節。租賃本司物業時請務必閱讀、理解並同意本文件，因文件內詳細解釋了我們提供的服務以及對承租人的期望，我們希望能透過本文件防止意外發生、消除我們與承租人間的誤解，並幫助承租人詳細了解他們的權利。

As a property management company, we strive to spend our time improving our current units and better your experience in Taiwan, so having as little issues to fix as possible will have a positive impact.

作為一家物業管理公司，我們花不少時間在改善我們現有的物業，以讓您在台灣擁有更佳的居住體驗，而盡可能地減少要處理問題，會使我們之間的合作更為順利。

Any and all disputes arising should be finally adjudicated upon by the Taiwan Taipei District Court and appellate courts thereof in the Republic of China.

任何爭議應最終由台灣台北地方法院及中華民國上訴法院裁決。

This contract is governed by and shall be construed in all respects in accordance with the laws of the Republic of China.

本合約受中華民國法律管轄，按中華民國法律解釋。

SECTION I - CONTRACT, DEPOSIT, RENT, PAYMENT

第一節 合約、押金、租金、付款方式

ARTICLE I - CONTRACT AND LENGTH

第一條 - 合約和租期

Our minimum stay is 1 month. The rent will be subject to change in terms of the length of the lease.

最短租期為一個月。租金會隨著租期長短而改變。

If the tenant wants to move out before the contract ends, it is mandatory that the tenant finds a replacement. If the tenant failed to do so, one month rent would be taken from the deposit.

若承租人想在合約結束前搬出，承租人必須找到下個承租人。如果承租人未找到下位承租人，我司會將從押金中扣除一個月的租金。

If the tenant needs to move out suddenly and the tenant finds a new tenant to take over the room or apartment, it is at the discretion of the other tenants in the apartment and POP-ROOMS to decide whether or not to accept the new tenant.

若承租人突然需要搬出，且承租人找到了新的承租人續租房間或公寓，POP-ROOMS和公寓中的其他承租人保留是否接受新承租人的決定權。

ARTICLE II - PROPERTY TYPE: SHARED APARTMENT/ FULL UNIT

第二條 - 物業類型：共享公寓/整層公寓

As a tenant you are responsible for the damage to the furniture and appliances, with the exception of normal aging and wearing of such items. Namely, any cost for recovery or replacement of the damaged furniture and appliances should be paid by the tenant(s) if the damage is caused by the tenant.

除了傢俱和電器的正常老化和磨損外，承租人應為家具和電器的損壞負責。意即，若損壞是由承租人所造成的，任何復原或更換損壞家具和電器的費用應由承租人支付。

When renting a full unit, you are responsible for all objects and cleanliness of the entire property, including appliances and furnitures provided, and the cleaning of the living room, kitchen, bathroom, etc. Also, unless specified, you are responsible for paying the utilities directly. 租賃整層公寓的承租人應對公寓中所有的物品及整潔負責，包括所有電器、所附家具及客廳、廚房、浴室的清潔。此外，除非另有說明，承租人負責直接支付公寓內水電費。

ARTICLE III - PROPERTY ASSESSMENT

第三條 - 物件評估

When tenant(s) moves in, property is assessed by both POP-ROOMS and tenant(s) with the [Check IN/OUT form](#). The pictures document the state of the room/apartment and what is inside upon moving in. Upon departure, the room/apartment should be in the same state of cleanliness with no remaining trash or personal belongings. If you notice something wrong or broken, please bring our attention to it during the property assessment and the manager will write the details on the contract.

承租人入住時，POP-ROOMS和承租人將用[入住/退房表格](#)一起評估物業狀況，照片將紀錄房間/公寓狀況及物件內搬入時的物品。承租人退房時應確時將房間/公寓恢復到入住時的整潔度，確保無任何垃圾及個人用品留在物件內。若承租人在進行物件評估時注意到任何不對勁或任何損壞的物品，請務必告知我司人員，該事項將明載於合約中。

ARTICLE IV - NUMBER OF TENANTS

第四條 - 承租人人數

The number of tenants is set at the beginning of the contract. If any changes, we must be notified in advance and rent will increase/decrease. Please note not every increase of the number of tenants will be accepted. The final decision depends on the conditions of the space and other tenants in the apartment. If the tenant didn't respect the rule, we would calculate the length of the stay for the guest who moved in with the tenant and the tenant would need to pay double rent for the period that the guest stayed. In addition, the guest must move out immediately.

承租人人數在合約開始時即已確定，若有任何變更，承租人應事先通知我司人員，租金將因此增加/減少。請注意，我司並不會接受每次增加承租人人數的請求，最終決定取決於空間條件和公寓內其他租戶。若承租人未遵守此規定，我們將計算與承租人同住的入住人的居住時長，承租人需要在入住人入住居住期間支付雙倍租金，且與入住人必須立即搬出。

ARTICLE V - DEPOSIT

第五條 - 押金

The deposit amount is two-month rent. It is an insurance for us on possible property damages. The deposit should be paid on or before the first day of arrival in exchange for the keys. It will be refunded on the day when the keys are returned, after the property has been inspected, and the utilities consumption has been checked and paid for. The tenant may not return to the property after the deposit and keys are returned.

押金金額為兩個月的租金，這是我們對可能產生的財產損失之保險金。承租人應在抵達的第一天或抵達前支付押金以換取鑰匙。於歸還鑰匙之日、房屋檢查沒問題及水電費繳清後退還。押金和鑰匙歸還後，租戶不得返回公寓。

The deposit is also used as a non refundable retainer, meaning that until we receive the deposit, the room will be available to other tenants to visit and rent.

押金也用作不可退還的保留金，這意味著在我們收到押金之前，房間將可供其他租戶參觀和出租。

ARTICLE VI - RENT

第六條 - 租金

The rent should be paid by wire transfer to the specified Taiwanese bank account from a Taiwanese bank account. Rent should be transferred on the day specified when the contract was signed.

租金應使用台灣銀行帳戶轉帳，並在合約上所指定之日期內轉入我司指定之台灣銀行帳戶。

In the event that the rent is not paid for one month, a registered letter will be addressed to the TENANT. After the rent is not paid for two months, the contract will be ended by a registered letter, the deposit will be taken and the tenant must move out on the same date when the contract ends.

若承租人一個月未支付租金，我司則會寄送存證信函給承租人。若兩個月未房租，將依存證信函終止合約，並沒收兩個月押金，承租人必須在合約終止日當天搬出。

ARTICLE VII - FLAT FEE

第七條 - 公寓費用

The flat fee covers your booking, moving in and administrative fees. It is the same for all our tenants and amounts to 2000 NTD. The flat fee should be paid to a designated Taiwanese bank account once instructed by POP-ROOMS.

公寓費用含括承租人的預訂、入住和管理費用。所有承租人所支付的費用都是新台幣2000元，此費用應在我司人員表明需支付時轉入指定之台灣銀行帳戶。

ARTICLE VIII - PAYMENTS

第八條 - 付款方式

Payments should be made using bank transfers. It is more convenient for everyone if you set up an automatic wire transfer.

我們收款方式為銀行轉帳。若承租人設定自動匯款，會對我司及承租人都更為方便。

If you need help transferring money please request us for help. If you don't have a Taiwanese bank account, please request how to do a walk-in transfer in the bank..

如果您在轉帳時需要協助，請洽我司人員。若您無台灣銀行帳戶，請洽我司人員以了解如何在銀行操作現金轉帳。

You can also use credit cards or cryptocurrencies to pay rent, deposit, down payment and flat fee. Contact us directly for more details.

您也可以使用信用卡或加密貨幣支付租金、押金、訂金和公寓費用，請直接聯繫我們以了解細節。

ARTICLE IX - UTILITIES

第九條 - 公用事業費

Utilities list: Electricity, gas, water, internet, building fees.

公用事業費包含：電、瓦斯、水、網路及公寓公共費用。

In order to prevent abuse, in the case that electricity is included in the rent, it is capped to a value in KWH/month. Please refer to your contract to know the value of the electricity included in the rent. If not specified, the maximum amount of electricity included is 150 KWH per month per room. 為了防止濫用，如果租金中包括電力，則限制為kWh/月的值。請參考您的合同，以了解租金中包含的電力的價值。如果未指定，則每間房間的最大電量為每月150 kWh。

Please note that the included electricity is for the total usage of the apartment, not just the electricity used in the room. The total usage is used for calculation, which includes all appliances in the property (washing machine, lights, ...). 請注意，隨附的電力是用於公寓的總用途，而不僅僅是房間中使用的電力。總用法用於計算，其中包括物業中的所有設備（洗衣機，燈，...）。

If the usage is more than 150 KWH for a month per room, the excess will be charged to the tenants present the given month divided equally. 如果使用時間超過150 kWh，每個房間一個月的使用時間為一個月，則將向給定月份的租戶收取多餘的費用。

The price of the KWH will be the one charged by the Taipower Company. Please note that the price per KWH depends on the total consumption of electricity within the two month period. KWH的價格將是台灣電力股份有限公司收取的價格。請注意，每千瓦時的價格取決於兩個月內電力的總消耗。

Price of KWH KWH的價格	1.63	2.38	3.52	4.80	5.83
Number of KWH used in two months 兩個月內使用的 KWH數	120.00	210.00	170.00	200.00	300.00

(the price per KWH is prone to change, please check the Taipower website for accurate values)
每千瓦時價格很容易更改，請查看Taipower網站以獲取準確的值)

Pop-rooms will cover the first KWH. For example, if 350 KWH have been used, Taipower will charge the following: $120 \times 1.63 + 210 \times 2.38 + 20 \times 3.52 = 195.6 + 499.8 + 70.4 = 765.8$ NTD

流行室將覆蓋第一個千瓦時。例如，如果使用了350 kWh，則taipower將收取以下費用： $120 \times 1.63 + 210 \times 2.38 + 20 \times 3.52 = 195.6 + 499.8 + 70.4 = 765.8$ NTD

Pop-rooms will cover the first 150 KWH, so $120 \times 1.63 + 30 \times 2.38 = 195.6 + 71.4 = 267$ NTD

流行空間將覆蓋第一個150 kWh，因此 $120 \times 1.63 + 30 \times 2.38 = 195.6 + 71.4 = 267$ NTD

In the case that utilities are NOT included in the rent, the utilities are billed every two months. Please check your contract or with POP-ROOMS for details about the utilities.

如果公用事業不包括在租金中，則公用事業每兩個月就會收費一次。請檢查您的合同或與流行室有關公用事業的詳細信息。

A good temperature to set the A/C to is between 26° and 30° Celsius, anything lower than that should be only temporarily. Please always use a fan first and in combination with the AC.

設置A/C的良好溫度為26°至30°Celsius，而低於攝氏的任何東西都應該暫時。請始終首先使用風扇並與AC結合使用。

For example, 150KHW equates to about 300 hours of ACs in eco mode. If the room is not equipped with an individual meter, then the calculation is made by the number of rooms.

例如，在ECO模式下，150kHW等於大約300小時的ACS。如果房間不配備單獨的電錶，則計算由房間數量進行。

Please only run the washing machine with a full load to avoid wasting water. Also, do not use a heater to dry clothes (fans are just as fast and use a lot less energy. A heater might also damage your clothes).

運行洗衣機時，請使用洗衣機的最高載量，以免浪費水。此外，不要使用暖氣來烘乾衣服（用風扇吹乾的速度一樣快，且風扇使用的能源要少得多，暖氣也可能會損壞您的衣服）。

ARTICLE X - CONSUMABLES

第十條 - 消耗品

For the shared apartment (not the other type of properties), we supply the following items with certain amount per month :

- Plastic bags,
- Trash bags,
- Laundry detergent and cleaning supplies,
- Toilet paper,
- Coffee,
- Batteries for remote controls.

共享公寓內（不是其他類型的物業），我們每月定量提供以下物品：

- 塑膠袋
- 垃圾袋
- 洗衣粉/精和清潔用品
- 衛生紙
- 咖啡
- 遙控器電池。

What is not included: cooking utensils and cookware, shower gel and shampoo, as well as anything that is not on the above list.

以下物品不包括在消耗品內：鍋具和餐具、沐浴露和洗髮乳、以及任何不在上列清單上的物品。

SECTION II - END THE CONTRACT AND CHECK OUT

第二節 - 終止合約及退房

1. When the tenant moves out, the room should be recovered to the original state. The furniture should be put in the place where they were put when the tenant moved in. If the tenant fails to follow the rule, a one month deposit will be taken.
1. 承租人搬出時，房間應恢復原狀。家具應放在承租人搬進來時所放置的地方。如果承租人未遵守此規定，我司將收取一個月的押金。
2. Any improvement for the house should be notified and can only be proceeded with written agreement. If the tenant fails to do so, any amount for recovering the place will be at the tenant's cost.
2. 房屋的任何改裝都應先通知POP-ROOMS，並且只能在獲得書面同意的情況下進行。如果承租人未遵守此規定，承租人將承擔將房屋恢復原狀的所有費用。
3. The contract can be terminated by either party (pending the agreement by both parties) with one month's notice, following the original term of the contract with no reason needed.
3. 任何一方（在雙方同意之下）均可無條件按照原合約期限提前一個月通知終止合約。
4. In urgent cases (to be discussed individually), the tenant can terminate the contract earlier if they or the manager find a new tenant with the same renting conditions. We will try our best to help you find a new tenant.
4. 在緊急情況下（須經個別討論），若承租人或我司人員找到可接受相同租賃條件的新承租人，原承租人可以提前終止合約，我司將盡力幫助您找到新承租人。
5. In case of price reduction for a longer term contract, the tenant will have to pay the rent differences from the short term contracting to the longer term one if he/she wants to move out earlier than the end of the contract.
5. 若長期租約因租期長而降價，而承租人想在合約結束前搬出，則必須支付短期合約與長期合約之間的租金差額。
6. In case of infringements of the current Renting Guidelines, the tenant will be notified by written letter along with electronic message. If infringements are repeated, or if flatmates complain about the attitude of the tenant, POP-ROOMS can terminate the contract with a minimum of one month's notice.
6. 若違反現行租賃合約，租戶將收到書面通知和電子郵件通知。若違反行為屢次發生、或者室友抱怨承租人的態度，我司則可在至少提前一個月通知的情況下終止合約。
7. In the case of a sexual harassment complaint reported to the police from the roommate in the same apartment, POP-ROOMS can terminate the contract with the tenant within 24 hours notice.
7. 若同住室友向警方投訴承租人有性騷擾行為，我司可以在24小時前通知該承租人以終止合約。

ARTICLE I - MOVE OUT CHECKLIST

第一條 - 退房確認清單

- Take pictures of all areas of the room and every item and send us in the group (Line or Facebook)
- 拍攝房間所有區域和每件物品的照片並在群組中發送給我們 (Line 或 Facebook)
- Leave all items supplied at move-in inside the room. Check if the state of the room and all items supplied at move-in inside the room aligns with the contract and the pictures taken when moving in.
- 將入住時提供的所有物品留在房間內，並檢查房間的狀況和入住時提供的所有物品是否與合約和入住時拍攝的照片一致。
- Remove all personal items from the unit and shared area as well as assigned areas in shared space.
- 從房間、共享區域以及共享空間中分配到的區域中，移除所有個人物品。
- Clean the whole unit, including under the bed and other hidden areas. Make sure there's no dust in the room at all.
- 完整清潔房間，包括床下和其他隱蔽區域，並確保房內沒有任何灰塵。
- Remove all stickers and glue entirely from walls and furnitures. Sometimes, the walls need to be repainted if you use tape.
- 完全去除所有貼紙和膠水。若您使用膠帶，有時牆壁須重新粉刷。
- Remove all your trash bags from property. Trash left behind will be charged at a rate of 1500 NTD per bag. The amount will be deduced from the deposit. Ask for our help and advice on how to dispose of trash.
- 帶走公寓內您所有的垃圾袋。棄置在公寓內的垃圾將按每袋新台幣 1500 元的收費，金額將從押金中扣除。若想了解如何處理垃圾，請洽我司人員。

Additional steps for when renting complete apartment:

租用整層公寓時的附加步驟：

- Remove ice and all food from the fridge. Clean fridges: unplug fridges, put them in either the bathroom or on a balcony, and leave them unplugged until the ice is completely melted. Clean the inside of the fridges, put them back in the apartment and make sure they are not fully closed (bad smell can appear).
- 移除冰箱內的所有冰塊及食物，並清潔冰箱：拔掉冰箱插頭，將它們放在浴室或陽台上，直到冰塊完全融化後再拔掉插頭。清潔冰箱內部，將它們放回公寓並確保它們沒有完全關閉（不然可能會出現難聞的氣味）。
- Make sure the bathroom drains are not clogged.
- 確保浴室排水管沒有堵塞。
- Wash the washing machine filter.
- 清洗洗衣機過濾網。

ARTICLE II - RESPONSIBILITY OVER DAMAGE AND INSURANCE

第二條 - 損害及保險責任

Apart from the possibility for contract termination discussed above, other penalties may apply. In the case that no tenants admit being responsible for the issue, or we cannot trace the origin of the damage, then the cost of the penalties will be divided among all tenants in the same apartment.

除了以上所提之終止合約的可能性外，其他懲罰亦可能因而產生。如果沒有承租人承認且對問題負責，或者我們無法追查損壞的根源，則罰款費用將由所有同住承租人分攤。

Insurance

保險

We strongly suggest every tenant to find insurance for the damage they might cause to the property, as repairs can be very expensive.

我們強烈建議每位承租人為他們可能對財產造成的損害購買保險，因為維修可能非常昂貴。

Fire, water, and other structural damage

火災、水災和其他結構損壞

Tenants are obligated to cover the expenses needed to fix the structural damage that might happen. For fire damage, if the tenant has gross negligence, the tenant should be responsible for full amount for the damage ([Civil code Article 434](#)).

承租人有義務支付及修復可能發生的結構損壞所產生的費用。就火災損失而言，若承租人有重大過失，該承租人應承擔全部損失費用（[民法第434條](#)）。

Noise and complaints

噪音和投訴

In case of excessive noise after 10pm, the neighbors might call the police who can issue a fine of a minimum 2000 NTD. This will be charged to the tenants. If the complaints come too frequently, POP-ROOMS has the right to terminate the contract with the tenants who cause the noise issues.

晚上10點以後如果噪音過大，鄰居可能會報警，並處以最低新台幣2000元的罰款，這筆費用將直接向租戶收取。若投訴過於頻繁，POP-ROOMS 有權終止與引起噪音問題的租戶之間的合約。

Littering

亂丟垃圾

For littering, a penalty of 500 NTD per trash bag will be issued, more if the littering requires cleaning time (400 NTD per hour. If less than one hour, the time will considered as one hour). Any personal belongings or food left in the room and apartment are also considered littering. The penalty will be deducted from the deposit.

針對亂扔垃圾的問題，每垃圾袋罰款新台幣500元。若我司人員需費時清理亂扔的垃圾，將增加罰款金額（每小時新台幣400元。不滿一小時，以一小時計算）。留在房間和公寓內的任何個人物品或食物也被視為亂丟垃圾，而罰款將從押金中扣除。

ARTICLE III - REQUESTS, COMPLAINTS AND IDEAS

第三條 - 請求、投訴及意見

The Facebook messenger or Line groups for each apartment are only here for POP-ROOMS to make announcements.

每間公寓的messenger或Line群組僅供POP-ROOMS發佈公告。

For any Requests, complaints, or ideas, please fill out the following form:

對於任何請求、投訴或意見，請填寫以下表格：

<https://forms.gle/RbFUtPzrJFn2wTCK7>

SECTION III - LIVING AT OUR PROPERTIES

第三節 住入我們的物業

ARTICLE I - COLIVING

第一條 - 共生

Living in the units that are shared with other tenants, please be respectful of other tenants' expectations.

入住與其他承租人共享的公寓中時，請尊重其他租戶的期望。

ARTICLE II - GARBAGE

第二條 - 垃圾

Some of our properties have a garbage collection service included. The company comes three times per week and will take only 2 bags once. Please recycle according to the Taiwanese guidelines.

我們某些物業提供垃圾丟棄服務。該公司每週來三次，一次只取兩個袋子。請依照台灣回收指南進行回收。

The garbage collection service will take two kind of bags / trash:

*Generic black garbage bags for recycling. These bags should only contain recyclable material (Cardboard, plastic bottles, aluminum cans) that have been rinsed thoroughly. Plastic bags, food and liquid containers made of paper with a plastic coating are not recyclable.

*Government issued blue bags found at convenience stores (7/11, HiLife, Family Mart, etc.). They can contain all non recyclable trash with the exception of electronics and large items.

垃圾收集服務將採用兩種袋子 / 垃圾：*通用的黑色垃圾袋，用於重新流行。這些袋子應僅包含雷克拉斯材料（紙板，塑料瓶，鋁罐），這些袋子被沖洗了。噁心。塑料袋，食物和液體容器由紙製成，上面塗層塗層，不是回收夾。*政府在便利店（7/11，Hilife，Hilife，Family Mart等）發行了藍色袋子。它們可以包含所有非回收即可Transh的能量三位一體和大型物品。

Taiwan has a great recycling rate but it can take some time to get used to the Taiwanese trash collection system. What you need to know is that two trucks come to a specific place at a specific hour to collect garbage and recyclable items. One truck (normally in yellow) is for general garbage, the other (normally in white and smaller) for recyclables. Blue garbage bags must be purchased at convenience stores (7/11, HiLife, Family Mart, etc.) for disposing of general trash. The recyclable items can be given directly to the trash collection personnel.

台灣的垃圾回收率很高，但要適應台灣的垃圾丟棄系統可能需要一些時間。您需要知道的是，垃圾車會在特定時間到達特定地點，收集垃圾和可回收物品。一輛卡車（通常為黃色）用於丟棄一般垃圾，另一輛（通常為白色且較小）用於丟棄回收物。用於處理一般垃圾的藍色垃圾袋必須在便利店（7/11、HiLife、Family Mart 等）購買，回收物品則可直接交給垃圾收集人員。

Garbage cannot be stored in the street even for a short period of time. If caught, this violation is a minimum 2000 NTD fine. In this situation, other people typically add on to the trash pile, and you might be fined for their trash as well.

即使是暫放，垃圾也不能堆在街上。如果被檢舉，此違規行為將被處以最低新台幣 2000 元的罰款，在這種情況下，其他人通常會把自己的垃圾跟您的垃圾放在一起，而您也可能因為他們的垃圾而被處以罰鍰。

The only way to maintain a garbage free apartment is to have clear rules and good habits. Because of the hot weather in Taiwan, we advise you to bring as few items back home as possible, and regularly take out the trash. For recycling, we also recommend compressing plastic bottles and other empty containers as much as possible.

保持公寓內無垃圾的唯一方法是有明確的規則和良好的習慣。由於台灣天氣炎熱，我們建議您盡量減少帶回家的物品，並定期倒垃圾。我們也建議盡可能壓縮塑料瓶和其他空容器以便回收清運。

Please try to keep your own trash in your room. If you want to have a trashcan in the living room, please put a tag with your name on it and make sure that the trash has a lid and the bags inside are sealed tight, so no smell will disturb other roommates. Please note that you are responsible for your trashcan and its content even if someone else puts trash in your container (hence keeping the trash can in your room is a better solution).

請盡量把自己的垃圾留在房間裡。如果你想在客廳裡放一個垃圾桶，請在上面貼上你的名字標籤，並確保垃圾桶有蓋子，將裡面的袋子密封好，才不會有異味飄出，造成其他室友困擾。請注意，即使其他人將垃圾放入您的垃圾桶中，您也要對您垃圾桶及其內的垃圾負責（因此將垃圾桶放在您的房間裡會更好）。

Leaving trash in the shared space (outside of your dedicated garbage can) is considered littering, and removal of this garbage is subject to fees and penalties (see penalties/littering).

將垃圾留在共享空間（在您的專用垃圾桶外）將被視為亂扔垃圾，清除這些垃圾需要繳納費用和罰款（請參閱處罰/亂扔垃圾）。

ARTICLE III - PROPERTY DAMAGE AND MISCONDUCT

第三條 - 物業損壞和不當行為

If you break an item in the apartment, please contact us. You can either buy the same item yourself, or we will replace it for you with a replacement fee of 200 NTD (plus the cost of the item). In many cases, we will be able to fix the item free of charge. In some cases, especially if the item was really old and/or in bad shape we won't charge you anything.

如果您破壞了公寓中的物品，請與我們聯繫。您可以自己購買相同的物品，或者我們會為您更換，更換費用為新台幣200元，外加物品的成本。在許多情況下，我們將能夠免費修復該項目。在某些情況下，特別是如果物品真的很舊和/或狀態很不好，我們則不會向您收取任何費用。

Smoking inside is not permitted. Cigarette smell is very hard to get rid of, and in the case that there is cigarette scent in the unit at the time of a tenants departure, it will be their responsibility to get rid of the smell, which usually requires the purchase of a new mattress (5000 to 12000 NTD).

禁止在室內吸煙，因為煙味很難去除。如果承租人離開物業時屋內有煙味，承租人有責任去除屋內煙味，這通常包括需購買新的床墊（新台幣5000至12000元）。

Note on appliances

電器注意事項

If you are renting a full apartment then it is your responsibility to ensure that appliances are functioning normally. If you are just renting a room, your help is needed to notify us of appliances that need to be fixed.

如果您租的是整層公寓，那麼您有責任確保電器可正常運作。如果您只是租一個房間，當有電器需修理時，請通知我們。

Freezers and fridges with a freezing compartment must be thawed every once in a while. Failure to remove ice can cause the cooling mechanisms to break.

帶有冷凍室的冰櫃和冰箱必須每隔一段時間解凍一次，未解凍會導致冷卻機制損壞。

HDMI plugs on flat screen TVs can be tricky. Because they are connected directly to the main electric board of the TV, pulling the plug in the wrong angle can result in damage to the main board. Replacing the mainboard is usually more expensive than buying a new TV.

平板電視上的 HDMI 插頭可能比較麻煩。由於它們直接連接到電視的主電路板，因此將插頭拔錯角度可能會導致主板損壞，而更換主板通常比購買新電視更昂貴。

Wi-Fi / internet usage

Wi-Fi / 網路使用

All WiFi use must respect the laws of Taiwan. Illegal content (racist, pedopornographic, copyrighted, etc.) and illegal activities (hacking, bullying, ...) are strictly prohibited as well as the mining of cryptocurrencies.

所有 WiFi 使用都須遵守台灣法律，我們嚴禁非法內容（種族主義、戀童癖、受版權保護等）和非法活動（駭客攻擊、網路霸凌等）以及加密貨幣的開採。

Taiwanese authorities supervise networks, and you are legally responsible for your activities online.

台灣當局實施監管網絡，您對自身的網路活動負有法律責任。

ARTICLE IV - CLEANING

第四條 - 清潔

Bathroom

浴室

It is your responsibility to keep the bathroom well ventilated. Taiwan is very moist during certain times of the year, so doors and windows must be opened after taking showers. Black mold can develop even without visual signs. Black mold is toxic and will destroy tile joints, which can be difficult and expensive to change.

保持浴室通風良好是您的責任。台灣一年中的某些時候非常潮濕，所以淋浴後必須打開門窗，因為即使看不出來，黑黴也可能生長。黑黴菌是有毒的，會破壞瓷磚接縫，更換起來既困難又昂貴。

Empty bottles of shampoo, body wash, and other products should be thrown away.

洗髮水、沐浴露和其他產品用完後應丟棄。

Do not use other tenants stuff, and always keep your things in areas designated to you while putting them in shared space.

請不要使用其他承租人的東西。把您的東西放在公共區域時，請確保將他們放在自己被分配到的位置。

Kitchen

廚房

Dishes should be cleaned immediately after use so that other tenants can use the sink and dishes. Food should never be left unattended to avoid pests infestation. If you see any insects in the units, please contact us immediately.

餐具使用後應立即清洗，以便其他承租人使用水槽和餐具。食物不應隨意放置，以避免害蟲滋生。如果您在公寓中發現任何害蟲，請立即與我們聯繫。

ARTICLE V - SHARED APPLIANCES AND STORAGE

第五條 - 共享設備和存放空間

You are responsible for your assigned areas in the fridge, kitchen, bathroom, and other shared spaces. Upon leaving our property, please throw away any remaining items that you are not taking with you and clean the spaces.

您對冰箱、廚房、浴室和其他共享空間中所分配到的區域負責。離開我們物業時，請扔掉所有您沒有要帶走的物品並打掃空間。

If you want to place items such as decorations, furniture and others in the shared space, you should notify POP-ROOMS. If POP-ROOMS accepts that the items be placed in the shared space, then they should be clearly labeled with your name or your room number on it. If new items are placed in the living room without our prior knowledge, they will be considered as littered, and removed at the expense and responsibility of all tenants currently living in the flat.

如果您想在共享空間中放置裝飾品、家具等物品，您應該通知 POP-ROOMS。若我司接受您將物品放置在共享空間中，這些物品也應清楚地標明您的名字或您的房號。如果新物品在我們事先不知情的情況下被放置在客廳，將被視為亂扔垃圾，並由目前居住在公寓內的所有承租人承擔移除費用和責任。

SECTION IV SAFETY AND SECURITY

第四節 安全政策

Safety is our primary concern and we take pride in the fact that our tenants are as safe as possible. Please contact us if you have any concerns regarding your safety or security.

安全是我們最關心的問題，我們為保護我們的承租人之安全而感到自豪。若您對自己的安全有任何疑慮，請聯繫我們。

ARTICLE I - CONSTRUCTION MATERIALS

第一條 - 建材

Although there are almost no safety regulations for long term rentals in Taiwan, we only use materials that are considered safe by western standards (paints, furniture, electrical appliances...), so as to keep the air as free of solvents as possible.

雖然台灣法律對長期租約幾乎沒有安全規定，但我們只使用西方標準認為安全的材料（油漆、家具、電器.....），以盡可能保持空氣中不含溶劑。

ARTICLE II - FIRE PREVENTION

第二條 - 防火

Most domestic accidents are caused by fire. This is why all our units are equipped with fire alarms. As tenants, it is important that you are familiar with the common fire hazards (cooking with oil, electrical appliances, heaters, ...), and that you help keep the exits clear in case of emergency. Please note that smoking inside the units is not permitted. Smoking is permitted in dedicated smoking areas only, and tenants must be very careful to ensure that there is no fire risk (making sure that cigarette butts are properly extinguished, etc.). Heaters other than electric ones (gas, coal, etc.) are strictly prohibited.

大多數家庭事故都是由火災引起的。這就是我們的所有物業都配備了火災報警器的原因。作為承租人，您必須熟悉常見的火災隱患（用油烹飪、電器、暖氣.....），並在緊急情況下幫助保持出口暢通。請注意，公寓內禁止

吸煙，吸菸請至特別規劃的吸煙區，承租人必須非常小心以確保沒有火災風險（確保煙頭被正確熄滅等）。嚴禁使用電暖氣以外的暖氣（燃氣、煤等）。

ARTICLE III - PRIVACY, THEFT, SEXUAL HARASSMENT

第三條 - 隱私、盜竊、性騷擾

In order to rent our rooms/apartments, you need to give us a copy of your passport or ID. Upon request after termination of the renting contract, we can delete all information concerning your identity.

租用我們的房間/公寓時，您需要向我們提供您的護照或身份證複印件。在租賃合約終止後，我們會根據您的要求刪除所有有關您身份的訊息。

In shared apartments, rooms and areas assigned to each room are private. In case of the violation or suspicion of privacy or theft, police will be called and the case will be escalated to the very extent of the [Taiwanese law](#), which is very strict on theft.

在共享公寓中，房間及給每間房間的指定區域是私人的空間。如果侵犯、遭懷疑侵犯隱私區域或盜竊，我司將報警，案件將升級到[台灣法律](#)的管轄範圍內。台灣法律對盜竊的懲罰非常嚴格。

Shared apartments are often mixed gender, and sexual harassment will not be tolerated. Nudity is strictly prohibited in any shared spaces.

共享公寓往往男女混用，我們絕不容忍性騷擾。在共享空間中嚴格禁止任何身體裸露。

Security cameras may be installed in the entrance of the units, and records will be kept for one month, and will only be shared with the police when necessary.

公寓門口可能安裝攝影機，記錄保存1個月，必要時才與警方共享。

SECTION IV - MISCELLANEOUS

第五節 - 雜項

ARTICLE I - WEAR AND TEAR

第一條 - 磨損

We ask that you follow the Taiwanese tradition of not wearing shoes inside in order to minimize wear and tear of the floors. All mattresses should be covered with a mattress protection at all times. If your bed doesn't have one, please contact POP-ROOMS.

我們要求您遵循台灣人在室內不穿鞋的傳統，以盡量減少地板的磨損。所有床墊都應始終覆蓋保潔墊，如果您的床沒有附保潔墊，請聯繫我司人員。

Do not use double faced tape to hang decorations on the walls. It is very difficult to remove and impossible to hide by painting over. If any violation to the rule, The tenant will be charged NTD 1000 for the recovery fee for the wall. The amount will be deducted from the deposit.

不要使用雙面膠將裝飾品掛在牆上，因為雙面膠很難去除，也無法用油漆蓋過。若有任何違反行為，我們將向承租人收取新台幣 1000元的牆壁復原費，該金額將從押金中扣除。

ARTICLE VI -REQUESTS AND EMERGENCY CONTACT

第二條 - 請求和緊急聯繫方式

For requests, to report broken items and suggestions for improvements please fill out this form:

對於請求、報告損壞的物品和改進建議，請填寫此表格：

<https://pop-rooms.com/tenants-requests-form/>

In case of emergency or situations that require our immediate attention (so as to prevent damage to persons or things) please contact our staffs directly.

如果發生緊急情況或需要我們立即處理的情況（防止對人員或物品造成損害等情況），請直接聯繫我司人員。