

Marram outlook

Autumn 2011

Magazine of the Marram Community

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Autumn has arrived!



Welcome to our Autumn Edition.

As we go to print with this edition of Outlook the tragic events in Christchurch have just unfolded. Our hearts and thoughts go out to all those affected by the earthquake.

Marram is offering accommodation free of charge to those people in Christchurch who are wishing to get out of the region for a short while. Just phone our Customer Services team on 04 8012920 to book this free accommodation.

Unfortunately we currently consider our Christchurch and New Brighton homes unsafe and have cancelled all bookings until 16 April. This will be reviewed once we have confirmation these locations are safe for people to stay in.

The Marram Team.

CLAIM ADMINISTRATION

You may be interested to know that for the year January to December 2010, the Customer Service Team processed 21,090 claims comprising 153,285 receipts. All healthcare claims received late in December 2010 were processed and paid prior to closing for Christmas. We are proud of our Customer Service Team for the extra effort involved to achieve this for the second year in a row.

Please remember: We are able to process your claims more efficiently if all the information we require is submitted with the claim.

This includes:

- A bank account number for the funds to be deposited into;
- A fully completed and signed claim form;
- Remittance advices from other insurer (if applicable);
- Fully paid receipts for expenses incurred within the past 12 months.



PROPERTY DEVELOPMENT

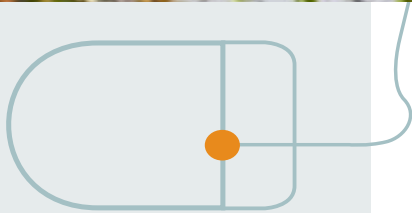


2011 is shaping up to be an extremely busy year for Marram with the launch of our Wellington apartments and office development, purchase of new property in Hamilton, and many holiday home maintenance projects scheduled for completion throughout the year. Unfortunately there has been a delay in the opening schedule of our Wellington apartments and office development, due to the wet weather Wellington experienced before Christmas. We should now have the new apartments up and running by July and also have moved into our new office by this date as well. Stay tuned!



P R I C E S I N C R E A S E S Due to many increases in the running costs of our holiday homes (including rubbish, lawns, power, etc) we have had to increase our holiday rental prices slightly.

From the week beginning 2 April 2011 prices have increased by \$25 per week. This increase is for PEAK PERIODS ONLY.



Holiday home bookings

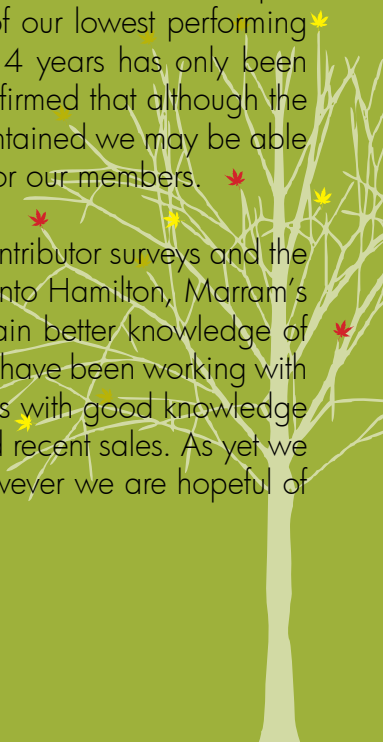
If you are having difficulties with your holiday home searches, please remember to refer to the 'View help related to this page' on the top right hand corner of the Current Vacancies page. Alternatively, if you need more assistance, feel free to phone the Customer Service Team who are more than happy to assist you.

Sale and purchase of holiday homes

Underperforming homes: Of the 7 underperforming sites nominated for sale at Marram's June Board meeting, 3 have not yet been sold. These are: Russell, Alexandra and Picton. Prior to Christmas these homes were released back into Marram Online for Christmas bookings and were fully booked. In the next month, these homes will be re-listed with agents in the hope that the market has improved and there will be more potential buyers.

Sale of Whanganui: At the November Board Meeting it was agreed to also dispose of our Whanganui Holiday Home as the amenity value of this property is well below the standard our members now aspire to. While the Whanganui site was not one of our lowest performing homes, the average occupancy over the last 4 years has only been 58% and recent contributor feedback has confirmed that although the home was in excellent condition and well maintained we may be able to relocate to a more desirable holiday spot for our members.

Hamilton Purchase - Following the results of contributor surveys and the subsequent Board approval to re-invest funds into Hamilton, Marram's Property team recently visited the region to gain better knowledge of the area and also view potential property. We have been working with Sally Mutton of Harcourts who has provided us with good knowledge of the different suburbs, price expectations and recent sales. As yet we have not been able to secure a property. However we are hopeful of having something in the pipe-line very soon.



Great to see our members benefiting...

It is great to see how many employees from our member organisations belong to Marram. **32% of eligible employees belong today!**

Last year \$4,061,308 was paid out in healthcare claims to those members – benefiting themselves, their partners and dependent children.

Also, 9,564 holidays were taken, with most members paying **\$80 - \$250 for a whole week's accommodation!**

.....So how many of your colleagues are missing out? Let's try and make sure that many of your colleagues can also benefit. Ask them if they know about Marram and understand that it's a benefit not worth missing!

Marram is available to all employees of our member organisations. For more information contact us on 04 801 2920 or email enquiries@marram.co.nz

holiday home feedback

Those of you who have completed a Marram holiday in the last few weeks will have encountered one of our recent system changes which revamped the Holiday Feedback questionnaire that we have been emailing to people since Marram Online went live back in September 2008.

The new questionnaire has been improved from the original simple email version and now provides a link to a page on our website where you are asked to respond to a few simple questions about whether you enjoyed your holiday, whether anything in the holiday home needed attention and any ideas you have about the Marram Holiday Experience or comments about the cleanliness of the home.

When you enter details that require attention the data gets inserted directly into our property management system, speeding up and simplifying the process for our property management team. On average we previously received over 100 emails a week from the old survey which then needed to be checked for relevant information, the details transposed into our property system and then action organised. Now the property system can just be browsed for what requires attention as soon as it is uploaded.

Many thanks to the hundreds of customers who have responded since the new questionnaire went live.

