

Marram

outlook

AUTUMN 2015

Magazine of the Marram Community

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and meet Steve the Facilities Manager

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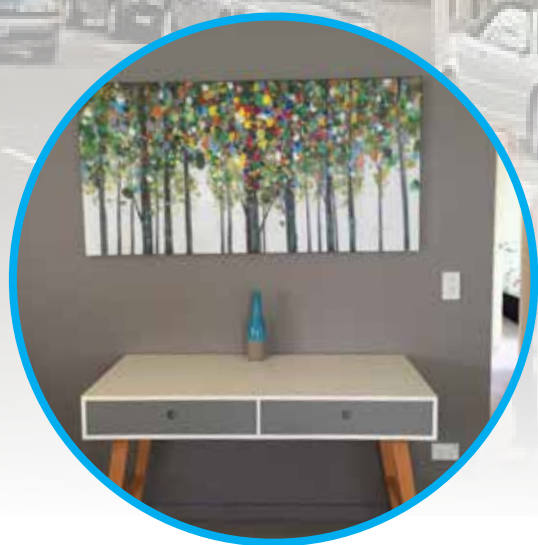
Marram in the past photos

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R E F E R & BE REWARDED



MARRAM'S NEWEST ADDITION *Greytown*



*Book your
stay now!*

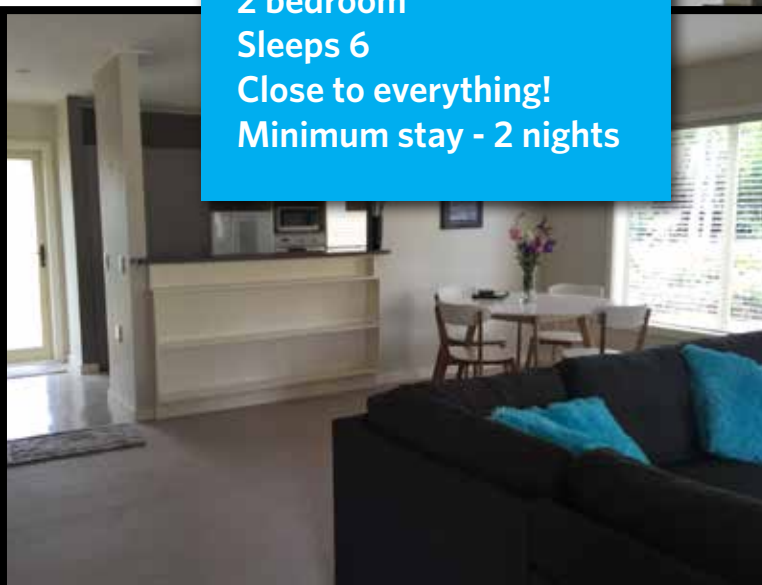
Towns don't get much prettier than Greytown - home to New Zealand's most complete main street of Victorian wooden buildings.

Tree-lined Main Street offers top shopping as well as beautiful architecture - and free Wi-Fi! It's a really relaxing place to spend a weekend or holiday.

And we can now offer YOU a home in Greytown that has the WOW Factor!

Perfect for family holidays, romantic getaways, or a group of friends getting together - in style and comfort!

**Fully serviced
2 bedroom
Sleeps 6
Close to everything!
Minimum stay - 2 nights**





Meet Steve!

Steve Manchee

And to match this perfect stay let us introduce you to Steve Manchee! Steve is our Facilities Manager who will be taking great care of our newest addition and YOU!

Born on the West Coast of Australia, Steve went against the trend and moved across the Tasman to Wellington, drawn by New Zealand's beautiful scenery and friendly people. After working for 28 years in Western Australia's communications industry, Steve needed a change. He moved to idyllic Norfolk Island and worked as a rescue operator, attending car accidents, conducting cliff rescues and ship-to-shore transfers of injured fishermen and cruise ship passengers. In his spare time, Steve worked to establish a Norfolk Island Cancer Support Network. He was part of the organising committee for the Island's first Relay for Life, which featured New Zealand Army ultra-marathon man Alex 'Macca' McKenzie.

Steve on Greytown - "Since coming to New Zealand we discovered the wonderful Wairarapa, moving here 18 months ago. Whilst looking after my girls on a 2.5 hectare property in Tauherenikau - wife, dog, horse, cow and chickens, working for Marram Community Trust has allowed me to help others enjoy this wonderful part of New Zealand in Marram's newest accommodation home."



Meet Fiona

Marram's Property Manager!

Fiona's main part of her job is looking after 153 holiday homes, 44 Volunteers and YOU! Fiona ensures that everything is spik and span when you arrive at your holiday home destination. Fiona also has the hard task of dealing with cleaning issues and all the naughty things that should not happen. Believe us, Fiona has heard every excuse and some of them are very funny. Be assured you cannot pull the wool over her eyes, however she is very fair and understanding.....she is South African after all!

If you do get to speak to Fiona our advice is, don't mention the rugby, unless you know a lot about Rugby and both teams! Fiona is very passionate about her South African team.

Fiona, tell us why you chose to settle in New Zealand?

The kiwi lifestyle along with the safe environment compared to South Africa. New Zealand offers so many good opportunities and of course the people are great. (Definitely did not choose Wellington for the weather though! LOL)

What is the funniest thing that you have come across dealing with holiday makers?

Once in our Whitianga home, a lady locked herself in the toilet. Well, Buddy our House Volunteer was contact by her family, so organised a repairman but in the meantime good old Buddy was working on minimising her stress, by passing Gin & Tonics through the window until the door could be fixed.

What are the oddest things you have been asked about your home country

Do you have lions and elephants running around your backyard? What wild animal do you have as a pet?

Can you speak "African"?

I can say a few words in Zulu - Sowubona (hello), Cha (no), Yebo (yes), Hamba Kahle (goodbye).

I also know a little Afrikaans - Geniet jou Vakansie (enjoy your holiday)

Describe to me the benefits of working for Marram and why?

I have a great team to work alongside and I really enjoy the refurbishment process that I am involved in, the transformation of the home is rewarding.

The benefits of using the homes are great also, especially with having my mother over for six months and the healthcare benefit is a godsend.

I hear you have a special occasion this year...please share!

It is my big "40" this year, but I still feel like I am 25! ;-)) I have a few celebratory gatherings happening over the next month or so to rock this number in. ☺



Winning Entry

Facebook Photo Competition

Congratulations Liliane Parkinson, the winner of the Marram Facebook Summer holiday photo competition. Liliane has won a weekend away in a Marram home of her choice!

Introducing Marrau Healthcare Benefit changes...



We have been working on making your Healthcare Benefit:

- Easier to understand;
- More relevant to you;
- A better distribution of money.

We have outlined below the updated healthcare benefits which will supersede the existing healthcare benefits from 1st April 2015.

One of the key changes we have made is to group some of the benefits into a **maximum per family** and also show which benefits are based on a **maximum per person**. You will also notice that the family benefits are over a **calendar year** which we believe is easier to understand.

Benefit	% or \$	Maximum per family	Period
GP	60%	\$400	Per calendar year
Prescription	60%	\$400	
Specialist/Surgical	60%	\$2500	
Physiotherapy	60%	\$300	
X-ray	60%	\$250	
Medical Equipment	60%	\$250	
Disability Support	60%	\$600	
Alternative Therapy	\$20	\$200	
Benefit		Maximum per person	Period
Optical Care	100%	\$250	2 years from first receipt
Oral Surgery	60%	\$250 per tooth	2 years from first receipt
Orthodontic	60%	\$600	Per calendar year
Hearing Aid	100%	\$400	
Ambulance	\$50	\$250	
Convalescent Holiday	-	\$295	One-off
Terminal Illness Grant	-	\$1000	
Funeral Grant	-	\$1000	
Distance Treatment Grant	-	\$500	

If you need clarification on any of the benefits, please contact our Enquiries Team on 04 801 2920.



What you need to do.....

If you have any receipts for expenses incurred in the last 12 months that you would like considered for reimbursement under the existing benefits, **PLEASE SUBMIT THEM NOW**. The benefit changes are just around the corner and will supersede the existing benefits.

We must have received them by 27 March 2015 for them to be considered under the existing benefit guidelines.

From the 1st April 2015, all healthcare requests will be administered under the new guidelines shown above.

MARRAM

in the past

Here is a little nostalgia with Marram's new canvas artwork that you may start noticing in the holiday homes. Our 'Marram in the past' series gives a little insight into some of the original homes and locations.



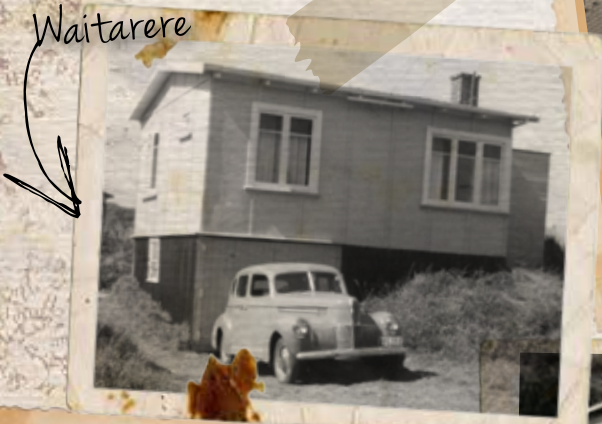
Hanmer Springs



Dhobe Beach



Rotorua



Waitarere



Nelson



Russell



Mt Maunganui



Remuera - Auckland



Queenstown

Cleaning - how would you feel arriving to your holiday home and finding it has not been cleaned?

We would imagine - not happy! And the last thing you want to do on arrival is clean. Unfortunately, Marram has had too many cases where we have had to on-charge cleaning costs or in worst cases, ban people from using the homes over the last year. Please do not let this be you!

If you do not book a cleaner, it is your responsibility to clean the home to a high standard before your departure.

Marram highly recommends that you book a cleaner! No worries, no hassle, no complaints, makes for a great holiday!

Pillow removers and swappers are back!

It's disappointing but it has been happening again. Our pillows must be good as we have had too many incidents where pillows are removed from the homes or worse, old ones are left in place of what we provided. We do notice!

If you do intend to take pillow(s), do not be surprised if we contact you and ask WHY? It could be rather embarrassing being banned from using the holiday homes for taking pillows.

Volunteer required for Taupo and Acacia Bay or both.

We are looking for a Marram House Volunteer to look after our holiday homes in Taupo and Acacia Bay. We have 5 units in Taupo and 2 in Acacia Bay. A volunteer per site would also be considered.

House Volunteers are the people out there 'on the ground', meeting and handling enquiries from people who use our homes. Everyone in the Marram Community has high expectations of service delivery when using our holiday homes and the House Volunteers help maintain these standards nationwide.

If you are interested in becoming a House Volunteer and would like more information, please email our Property Manager, Fiona Van Eyssen at fiona.vaneyssen@marram.co.nz or phone **04 801 5352**.

Healthcare Benefits

Thank you to all those people who submitted their healthcare requests for processing in time for the Christmas closing.

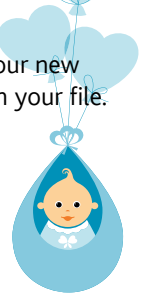
Throughout December, we processed a total of **1944** requests totalling **\$444,608** in reimbursements. This is the fifth year in a row where all request applications have been processed at Christmas closing.



Pregnant? Going on Parental Leave?

When you go on Parental Leave, you need to pay for your contributions in advance. A lump sum payment is required for the period that you will be on leave. You need to pay the full rate (\$7.30 per week) prior to starting your leave, so that your contributions remain continuous and up to date. You can direct credit this payment into our bank account, just contact us for details. Continuous contributions mean that you can continue to request reimbursement of your healthcare expenses during that period. If you don't make a lump sum payment, your eligibility date will be adjusted once you return from Parental Leave. This means you incur the three month stand-down period again.

Finally, don't forget to let us know of your new arrival so the details can be recorded on your file.



REFER & BE REWARDED

Refer a work colleague & be rewarded with a voucher of your choice.

Sign up a colleague by 13th March 2015 and be rewarded with either:

- \$50 Marram Holiday Voucher
- \$40 Westfield Voucher
- \$40 New World Voucher



Even better, if 2 friends sign up, you'll receive double the vouchers, 3 friends then triple the vouchers.....!

All your colleague needs to do is go to www.marram.co.nz and click on "Sign-up Now" and complete the online application. When asked "How did you find out about Marram?" select "Referred by Marram Contributor" and complete your name and organisation. Alternatively, have them complete a sign-up application form saying you referred them and send it into Marram.

Once the referred person's contributions start, we'll be in contact with you to select your voucher(s).

Thank you to all who referred a colleague in the last referral!!!! We hope you enjoyed your voucher!!! We really appreciate you spreading the word, as often your colleagues may not know about the Marram community or understand the great employee benefits they can enjoy.

Marram's terms and conditions apply. Please see FAQ's at www.marram.co.nz

Introducing Marram's new Board Member!

Colin Brown is the General Manager of Networks for Spark New Zealand.

He has over 19 years in the IT and Telecommunications industry, with 12 of those years in Spark. Prior to Spark, he worked in a variety of IT roles in Australia, UK and New Zealand. Prior to his IT career, Colin worked in Vocational Rehabilitation with ACC as a Case Manager.

Colin has a Bachelor of Social Science from the University of Waikato (Psychology) and a Bachelor of Business Studies (Management) from Massey University. He is married with two children and lives in Wellington.

Colin loves to travel and is passionate about seeing as much of New Zealand as possible and ensuring his family has enduring memories of how beautiful and diverse New Zealand is. He likes his music and is often seen on Saturday mornings around Wellington coaching a sports team.



www.marram.co.nz

Marram Community Trust, 8 Lorne Street, Te Aro, Wellington PO Box 24006 Manners Street, Wellington 6142
T: 04 801 2920 F: 04 385 3558 E-mail: enquiries@marram.co.nz