

Marram Outlook

Magazine of the Marram Community

SUMMER 2012

Inside this issue

WELLINGTON CITY
THE COOLEST LITTLE CAPITAL IN THE WORLD

WESTPORT
THE MAIN CENTRE OF BULLER

*Completed Refurbishments
for 2012*

**MARRAM LAUNCHES
FACEBOOK**

**CONTRIBUTOR
NOTICES**

**REFER
& WIN!**

....AND MORE

Season's Greetings....

Welcome to our Summer Edition!

Dust off the decorations, un-box the tree, start making lists of who gets what... Christmas, ready or not, is upon us! As always, this is a time of year to think of family but also to reflect on how we've spent our time. The Marram year has flown by so fast with improvements to the holiday homes, more demand than ever for the healthcare benefits and enhancements to our computer systems and processes to make it even easier to access the benefits of being a part of the Marram Community. It's also the time most Kiwis think of holidays. The changes we've seen in your holiday preferences in recent years have presented the Board's Property Committee and our property staff with challenges. The pressure on household budgets, the rising cost of road transport as a percentage of the household budget and the consequent demand for holidaying closer to home and to airports, have hurt many of our traditional destinations. Fortunately, the new homes we've added have been well used and enjoyed. Thank you for your support of the Trust this year. Thank you to the Trustees for their governance and direction.

Thank you to the Marram team and all our House Volunteers. You're all so important to making Marram a very special and quite unique part of so many lives.

GOOD NEWS FOR PARTNERS AND SPOUSES!

We have found that many partners and spouses want to take a break with the kids, have a girls' or boys' weekend but cannot do this unless they take hubby or wife who is the contributor or has lifetime status.

Until now the Marram Holiday Home "Tenancy Terms & Conditions" clearly outlined that the Contributor or Lifter had to be resident in the home throughout the term of occupancy. This tenancy condition had been in place for many years and has been enforced throughout the years by Marram's Customer Services Team and our House Volunteers. The good news is that the Board of Trustees recognises the need for change and has approved an amendment to the Terms and Conditions to allow the partner or spouse to occupy holiday homes when the Contributor or Lifter is not present.

To identify your partner or spouse, they must be listed with Marram and their details will be included on the House Volunteer's holiday booking report for their stay.



The coolest little Capital in the World!

As mentioned in our Winter Outlook, these apartments have been a huge success! The good news is we still have bookings available over the Christmas holidays.

However, get in quick as they will fill up fast. Don't miss your opportunity to experience these fabulous, fully serviced apartments in the coolest little Capital over the Christmas holidays.



The main centre of Buller!

Another great Maram holiday escape and your pet can come too! Westport enjoys a rich cultural heritage and has many historical places and sites for you and your family to explore. You can make this location a great experience for the whole family to learn about the natural and cultural events of the past. There are also many other activities on offer such as fishing, gold panning, horse trekking, mine and brewery tours, and scenic kayaking.

And the good news.....bookings are still available over the Christmas holidays! Book today!



COMPLETED REFURBISHMENTS FOR 2012

The property team has worked extremely hard throughout the year completing 34 refurbishments over nine locations. At present the last two locations for the year, Auckland and Napier, are having their final touches to be ready for opening before the Christmas holidays.

So if you are lucky and have booked one of the following homes over the Christmas holidays, you will be in for a treat!

N E L S O N
K A I K O U R A
N G A R I M U B A Y
O H O P E
R O T O R U A
N A P I E R
A U C K L A N D
P L I M M E R T O N



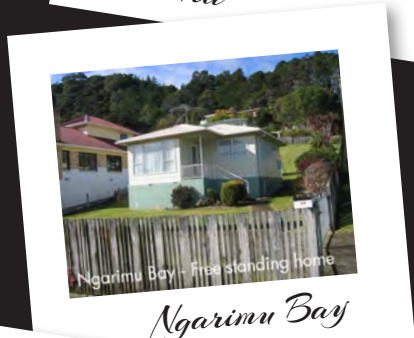
Units 1-7

Nelson



Kaikoura 1 and 2

Kaikoura



Ngarimu Bay - Free standing home

Ngarimu Bay



Chape



Rotorna



Napier 3-6

Napier



Auckland 1-4

Auckland



Plimmerton. Stand alone house.

Plimmerton

MARRAM LAUNCHES FACEBOOK



In August, we launched our Facebook page, so we could offer another way to communicate with you.

Since the launch, we have been astounded with the interaction we have had from our Contributors and Lifetimers with 2,500 'likes' already! The messages and comments we have been getting have been great.

And it's interesting to see amongst our Facebook 'Likers' the mix of all ages!

We launched our Facebook page:

- to keep you up to date with special deals & promotions
- to let you know of cancellations in our 'hot spots'
- to give you updates on our homes and healthcare
- ...and a place where you can share your experiences with us!

So go and 'Like' us if you haven't already, so you are always in the know for promotions and other hot-off-the-press news! Go to www.facebook.com/MarramCommunityTrust.

Also, congratulations to Chris Gray from Ideal Electrical, Christchurch who won the 'Like' us draw when we launched and won a 32" LCD TV!

www.facebook.com/MarramCommunityTrust

CONTRIBUTOR NOTICES

Christmas Closing

The Marram office will close at 3pm Friday 21st December. We will re-open at 8am on Thursday 3rd January 2013.



Healthcare Benefits

Please remember, there is a three month stand-down period. This means that you cannot claim for healthcare expenses incurred within the first three months from the date we receive your first contribution.



MAIL TO MARRAM

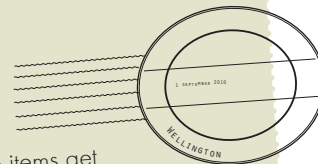
Please ensure you put sufficient postage on the envelope otherwise these items get delayed at New Zealand Post, which leads to a delay in claims being considered for reimbursement.

When posting claims to Marram, the most efficient way to ensure your claim arrives is to ensure you address your envelope correctly. Our postal address is:

PO Box 24006, Wellington 6142.

Our physical address is:
Ground Floor, 10 Lorne Street, Wellington 6142

If you are unsure whether you are up to date with your contributions, feel free to phone Marram's Customer Services Team on 04 801 2920.



NEW ZEALAND

REMEMBER

Check-in time 2 p.m.

Check-out time of 10 a.m. if you have booked a cleaner or your home is serviced.

Check-out time of 11 a.m. if you are cleaning the unit yourself.

WE TAKE CLEANING COMPLAINTS VERY SERIOUSLY!
So why not hire a cleaner instead?



It's that time again.....refer a colleague and be in with a chance to win something cool!

& REFER! & WIN!



Refer a work colleague between **30 November and 14 December 2012** and you **both** go into the draw to win one of these great prizes. If you are the lucky winner, you can choose which one you want:

- **iPhone5 (the latest and greatest!)**
- **iPad Gen3 32GB WiFi**
- **\$1000 Air New Zealand Gift Card**

If you win, the choice is yours! All you need to do is go to www.marram.co.nz and click on "**Join Now**" and complete the online application. When asked "how did you find out about Marram?" select "**Referred by Marram Contributor**" and complete the name and organisation fields, so you both go in the draw. **Easy!** Alternatively, complete a joining application and send it in. Remember, you only contribute \$6.50 per week (or even less if you get a subsidy from your employer).

Competition drawn 31 January 2013 and winner notified. Marram's terms and conditions apply.



Kee on talking to your colleagues and telling them about Marram.....the more people who can benefit the better. Marram is for you and your colleagues and it's great to see the word is getting out there more. In our last referral you recommended 103 new colleagues to Marram! That's fantastic!

Congratulations to our latest winner of the referral competition; Mandeep Singh from Telecom, Auckland took away the Samsung Galaxy SIII Phone as his prize.

Claims for Christmas

If you need to submit a claim for your healthcare receipts and would like them to be reimbursed before Christmas, please send them in as soon as possible. For the last three years in a row, all claims received in the Marram Office were reimbursed prior to the Christmas closing. Well done Marram!

Confirmation Papers

Please remember to read your Confirmation Papers thoroughly when you receive them, check your booking dates, check-in times, cleaning requirements, volunteer details and please ensure you take your papers with you!



We will be available for information 24/7 during the holiday period. You can access all your information by logging in to Marram Online with your email address and password, provided you have already registered to use Marram Online.

www.marram.co.nz

Marram Community Trust, Republic2 10 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



Marram

Healthcare


SPOTLIGHT ON HEALTH

M O L E M A P S

Skin cancer is a very common and preventable type of cancer, caused mainly by over exposure to sunlight and being burnt by the sun. With the summer and increased sunshine just around the corner, be sure to apply sun protection when you are outside.

Early detection and removal of skin cancers is the best defence against skin cancer. If you are at risk of skin cancer, why don't you book in for a Molemap? Molemapping is a world leading melanoma detection programme pioneered by a group of NZ dermatologists designed to help identify melanoma skin cancer at an early stage. It involves mapping your moles (hence the term 'mole map') onto your body using the latest imaging technology to create a baseline of your skin and mole locations. The results are then analysed by dermatologists using three diagnostic tools that have been clinically proven to help identify melanoma skin cancer at an early stage.

The good news is that **Marram will provide reimbursement for this expense at 75% to a maximum of \$1250.00 for your overall skin condition.**



Our holiday volunteers are always busy with a range of activities that keep the holiday homes running smoothly for you to enjoy. Tasks such as the replacement of furniture, mowing lawns and keeping grounds tidy, minor repairs, being a first contact for you at all hours when plumbing or electrical problems occur and coordination with tradesmen are a few jobs they take on. Really you name it and they do it!

Without our unique Marram Volunteers, we would be unable to provide holiday homes to you at such a low price. Our Volunteers are a critical part of our service delivery.

Every one of our Volunteers around the country does a fantastic job on our behalf and it's important that not only Marram, but you also acknowledge all the work they put in behind the scenes. On your next holiday, if you see our Volunteer, please introduce yourself and thank them for all their hard work.

To all our Volunteers – Many thanks for giving up your time to help make sure the holiday homes are welcoming and pleasant to holiday in.

From the team at Marram, we wish you a Merry Christmas and happy holidays!