

OUTLOOK

MAGAZINE OF THE MARRAM COMMUNITY

SUMMER 2017

SUMMER EDITION

Summer is coming!

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WELCOME TO Summer Edition

Summer is coming! If you didn't enjoy the soggy winter and wet start to Spring, then Summer is definitely for you with brighter days and brighter spirits.

Make some time by putting work aside for a while and ignore the constant bombardment of news while you concentrate on family, friends and yourself! It's the season for it.

Thank you for your continued involvement in the Marram community. Special thanks to the holiday home volunteers, the trustees and Marram staff. It's been another successful year for the Marram community and 2018 is going to be huge. There's new holiday homes to build and open, a new opportunity grant to pilot, and the continuing benefit of Marram Healthcare. Whether you've health insurance or not, Marram Healthcare is there to fill the gaps with financial support.

We hope you've enjoyed the new mobile friendly website and take advantage of it over the holiday period to book more holidays in Marram homes. The price of holiday accommodation has inflated in recent years to the extent that the rock bottom pricing of the Marram homes represents even more benefit to you. If you know of friends and

colleagues who qualify to join the Marram community, please let them know there's no catch to the homes. Often the low prices make people think there must be a catch and it's hard to overcome that association of value with price until you've tried the homes. Our latest survey results show you rate the Marram homes as the same or better than a motel but at far less cost. And that's the way it should be.

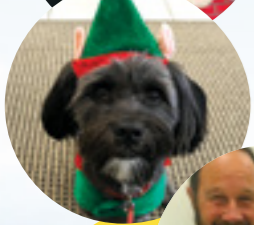
If you've been fortunate to get a Marram holiday home over the Xmas holiday period, please look after it and leave it ready for the next holiday makers to enjoy. If you haven't been fortunate to get a Marram home for the holiday period, please keep trying, and we'll build more homes.

Take care of your health, enjoy the summer and may you benefit from your involvement in the Marram community for another year.

Glenn Clark
Chief Executive

Why don't you start planning your holidays for next year!

Remember you can book 12 months in advance. Check out the videos of many of our holiday homes too. You can find them on the home page under "Helpful Links" or when booking at some of the homes.



Happy holidays!
from the Marram team

THE “MARRAM” BLOCK

Recently the Marram staff had a team challenge, “The Marram Block”! Our three Paraparaumu homes had just had their refurbishment and that’s where the challenge was set.

We were divided into 3 teams to set the homes up. Most of the furniture was already waiting for us, so it was about setting the house up the best. We also had an hour to visit Briscoes and The Warehouse to buy items to give the homes some final touches.

You could definitely spot the competitive ones and the not so subtle spy when a certain team sent around “Steve”! We all now take our hats off to Fiona and Debbie from our Property Team who organise the refurbishments, then set the homes up once completed. It was a busy day with 10 of us setting up the 3 homes, let alone the multiples they do, sometimes up to 8 homes!

Overall, it was a great day, the sun was shining and competition was fierce! So, here’s a few action shots of the day and finished results...



SURVEY RESULTS

Thank you to all who participated in our recent survey. We had an outstanding response from 2,460 of you!

We’ve gathered some great insight into your understanding of the holiday homes and how you find them as well as finding out your thoughts on the healthcare benefit. We also wanted to highlight through our questions, some key aspects of the healthcare benefit that you may not have known.

So here’s a brief snapshot of some of the outcomes from the survey and what we’re going to do about it:

We’re going to continue to make sure you get the most out of Marram by regularly highlighting the ins and outs of the benefits.

Almost 60% of you have health insurance as well as Marram which is great to see.

There were still around 40% of you that didn’t know combining Marram with Health Insurance was the cheapest option for healthcare. We hope you do now!

You also told us the location of the accommodation appeared to be the most important factor in booking a holiday followed by value for money and the cost of accommodation. These factors have been and will continue to be top of our list when hunting for more homes.

The majority of you felt the homes were very comfortable, warm and inviting and gave you a sense of feeling like you were on holiday.

Some of you told us that you found the homes a little bland though, so we will be working on this with more artwork and soft furnishings in our refurbishment program.

It was also great to see how highly most of you rate Marram as a whole! We think it’s something special and love that you do to.

We’re always working on how we can improve things and getting your feedback helps us plan for the future.



Congratulations to our Survey winners for completing the survey. \$100 Prezy Cards went to:

- Rachel Barning – ANZ
- Maureen Quinanola – KFRS
- Mark Jackson – DXC Technology
- Carly Donaldson – Spark
- David Manson – Spark

A WRAP OF 2017

It's been a busy year for us at Marram once again, so here's a wrap of some of the big changes we've completed or have got started.

- ✔ **Emailing Healthcare requests** – in early April we gave you another option of sending in your healthcare requests. As well as posting, you could now scan or snap a photo of your receipts and email to us.
- ✔ **Mobile Marram** – we launched a mobile friendly version of the website in April to give you a better experience when booking your holiday on a mobile device. If you haven't seen it yet, you should check it out and book your next holiday!
- ✔ **Pre-holiday email** – since mid-August we've been emailing out a pre-holiday reminder five days prior to starting your holiday. This email highlights the key things you need to know for your holiday and also links to some of the cool stuff you can do on your holiday.
- ✔ **Birthday email** – also since mid-August we've been emailing our Contributors a Happy Birthday treat. So if you've had a birthday since then, you'd have received a \$50 voucher to use for your next holiday. Yay for cheaper holidays!
- ✔ **Queenstown redevelopment** – we've started the preliminary stages for redeveloping in Queenstown. We'll keep you posted when we've more info to share.
- ✔ **Dunedin** – we're in the middle of building two new homes in Dunedin at the moment which will add to the two we already have. We'll let you know when these are ready to roll.

EMAILING HEALTHCARE REQUESTS

Over a third of our healthcare requests are coming in by email since we introduced the option in April. It's been great to see good use of this option.

If you're sending in your healthcare request this way, please remember that you need to:

- Complete a Healthcare Request Form
- Complete a Receipt Summary (must be emailed in Microsoft Word format)
- Scan all of your fully paid original receipts, invoices or itemised accounts to support the items listed on the Receipt Summary
- Scan any Remittance Advice documents from your Health Insurer

The Healthcare Request Form, Receipts and Remittance Advice must be received by us in PDF Format and the Receipt Summary must be in Microsoft Word. This helps us to quickly process your healthcare request so that payment can be made.



NOTICE BOARD

CHRISTMAS CLOSING

The Marram office will closing at 11am on Friday 22 December 2017 and we'll be re-opening 8am on Wednesday 3 January 2018.

AFTER-HOUR CHARGES

We're so grateful to our house volunteers who go above and beyond to make the Marram community's holidays amazing. But just remember that any after-hour call outs can be an interruption to their holiday season as well and may cost you at least \$50. So think carefully about whether something could wait until the morning but if it's an emergency, then please call.

KEY CHARGES

Please remember to return the key to the lock-box when you leave. We've many instances when the keys return home with the holidaymakers which makes it difficult for the next people booked for the home you've just vacated. This can be an inconvenience for all. If you lose a key, you'll be charged for a replacement key.



MARRAM ONLINE

While the Marram office is closed, you can still use Marram Online to book and cancel your holidays. That's why it's important that you make sure you've created a login so you can access the information you need 24/7 during the holiday period.
www.marram.co.nz

PARKING

Each Marram unit is assigned one car park. If you've more than one car, you'll need to park it on the road.

IT'S CONSIDERATE TO BE CLEAN

Remember to do a thorough clean please – pay it forward and make sure the person after you has an equally peaceful and relaxing break.

CONFIRMATION PAPERS

Again, you'll be able to access your confirmation papers on Marram Online over the holidays. But do remember to print them out and take them with you. Double check your arrival and departure dates as well as check in and check out times. Because the homes are fully booked over this period, it's really important that you adhere to the check in/out times, you don't want to encroach on someone else's holiday time!

YOU (OR YOUR PARTNER) MUST BE STAYING IN THE HOME

We're a bit disappointed with the amount of subletting going on at the moment. We check to make sure that you (or your partner) are staying in the home. If this is not the case, then you can be fined or even banned from Marram homes entirely. So just remember that your friends and family can only holiday with you present.

FUEL UP YOUR TANK and YOUR TUMMY!

Have a look around your office. Who looks like they need a holiday? Probably everyone huh? Well here's your chance to do a good deed and in return we'll fuel up your tummy and your tank.

ON OFFER, WE'VE GOT:



OR



OR



\$40 Z Gift Card – which can be used for anything at Z, from fuel to mince pies for the whole family.

\$40 New World Gift Card – which you could be putting towards your grocery shop.

\$50 Marram voucher – which you can use to make your next Marram holiday even more affordable.

It's simple – just tell your workmates to go to www.marram.co.nz and sign-up (making sure they enter your details as their referrer) and you'll **both** win a gift voucher of your choice.

The boring stuff: Make sure you tell your workmates to choose "Referred by Marram Contributor" when the application asks how they heard about Marram.

- The promotion only runs 1-15 December 2017 so get recruiting now!
- The promotion is only available to current Contributors.
- Marram T&C's apply.



PAULA'S CHOCOLATE TRUFFLES

You've got to try these delicious Truffles! Paula our Contributor Relations Manager whips these up each Christmas and oh they're so yum!

- 1 cup melted butter
- 1 cup brown sugar
- 3 cups rolled oats
- 1 teaspoon vanilla essence
- 2 tablespoons malt extract
- 2 tablespoons cocoa
- ¾ tablespoon brandy essence (optional)
- ½ cup sultanas (optional)

Pour melted butter into rolled oats. Mix until thoroughly combined.

Add vanilla, sultanas, sugar and cocoa.

Mix well.

Add the malt (this will bind the mixture).

Break into small pieces and roll into balls then into coconut.

Pop in the fridge.

Don't eat too many!!!