

# OUTLOOK

MAGAZINE OF THE MARRAM COMMUNITY

SUMMER 2018

## SUMMER HOLIDAYS, SEASIDE GETAWAYS

### INSIDE...

A wrap on 2018!

Feeling the love...

How do we process your  
Healthcare Requests?

Noticeboard

Summer photo  
competition





Summer is almost here. NIWA's confirmed it's an El Nino weather pattern and we know what that means – warm and dry for the east of the country at least. Not so good for farmers but something to look forward to if you haven't seen enough sunshine of late.

It's hard to believe a year has raced by since the 2017 Summer Edition but life's like that so grab all the good times you can when you can. Holiday with family and friends, look after your health and that of your family, and make the most of your involvement in the Marram Community by using its benefits.

Thank you for being part of that community and a special thanks to our house volunteers and trustees. In recent meetings with other welfare associations, I've been reminded how fortunate Marram is to be so well supported by its people and the money contributed by thousands of employees over the years.

Unfortunately, it's been another year of losing contributing employees as restructuring and redundancies continue within some of the major employers. We're also seeing an increase in the

number of employers offering free health insurance which reduces demand for the Marram Healthcare benefit until people work out how well the healthcare benefit works with their insurance e.g. by topping up on the insurers' excesses and deductions. On balance, the healthcare benefit still works very well for thousands of people, demand for the holiday homes is as strong as ever so there are plans to add more homes to the portfolio and the opportunity grants were helpful for many Marram people and their families.

Please enjoy any summer break you grant yourself. Summers may come around quickly but you better make the most of them all the same. On a personal note, my wife, Jo and I've been blessed with three grandchildren over the last two years and there's another on the way. We're looking forward to introducing a new generation to Marram holidays in the years to come.

**Glenn Clark**  
Chief Executive

# SUMMER HOLIDAYS, SEASIDE GETAWAYS...

*It's in the Kiwi DNA!*

We're all going on a summer holiday, No more working for a week or two. Fun and laughter on our summer holiday, No more worries for me or you, For a week or two... or even a few days!

So, here's a list of all the fab Marram locations for you to have that Summer and seaside holiday!



Kids enjoying bodyboarding at Whangamata beach



# A WRAP ON 2018!

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 in 2018.



A brand-new home was built in **Dunedin** and what a success it's been.



We celebrated **10 years** of Marram Online

We've completed **27 Refurbishments** in...  
Mount Maunganui (both locations),  
Ohope Beach (both locations), Nelson.

Following the success of last year's **Opportunity Grant**, we launched another two – in July and November. We've had a great response to these and it was wonderful to help many families.

We added four more **Pet Friendly** homes – Acacia Bay, Wellington South, Hokitika and Cromwell

**Queenstown redevelopment** – we've been working our way through seemingly endless geotech, traffic, fire and structural engineering reports but we're making progress and the homes have been open for another winter of skiing and another summer. There's a bit of inconvenience for holiday makers with construction next door and advisers coming and going from our property but we know you'll be patient.



## WHAT'S PLANNED FOR 2019!

- ✓ We're going to **upgrade Marram Online** to make searching and booking your holidays on a desktop computer as easy as it is on a mobile device. Yay!
- ✓ **Building** another home in Dunedin, right across the road from our recent build there.
- ✓ **Refurbishments** planned for 2019 (28 units!).  
Plimmerton  
Palmerston North  
Wellington South  
New Plymouth  
Whangamata  
Auckland  
Taupo  
Christchurch  
Wanaka
- ✓ **Queenstown redevelopment** – where the plan is still to add another 12 to 14 units in the CBD.



# FEELING THE LOVE...

We recently ran a competition and asked Marram people what their favourite thing is about Marram? Boy did we get a great response! We're feeling the love!



Baxter our office dog clearly thinks these bags are pretty cool, trying to claim his own one! Little Marramite!

**Diane Estall** also sent this great little sing along to us, summing up what she loved about Marram, which we thought was great.

Thanks Diane!



*To be sung along to the tune from Sound of Music – My Favourite Things:*  
Flexi stay units and optional cleaners,  
Convenient locations and considerate neighbours,  
Close to the shops and local attractions,  
These are few of my favourite Marrams.  
Nicely appointed with optional pet stays,  
Always popular during school holidays.  
The ballot option is fair for selection,  
These are a few of my favourite Marrams:  
Whitianga! Mt Maunganui  
Ohakune, New Plymouth and Lake Tekapo.  
I simply cannot list all of my favourite Marrams,  
I need to go on .... Holiday!

## MAKE SURE YOU HAVE CREATED A LOGIN COMPETITION

We recently emailed Marram people who hadn't created a login, to ask them to do so. By having a Marram login, you can access Marram Online at any time of day for booking holidays and Contributors you can also check on your healthcare requests.

We ran a competition to encourage people who hadn't created their login and it was great to see 221 more Marramites jumped online and set up a login.

Our lucky winner of a weekend away in a Marram home was **Robyn Ganley from ANZ**.



## HOW DO WE PROCESS YOUR HEALTHCARE REQUESTS?

Sending in your requests - you have two ways to do this.

### 1. EMAILED REQUESTS

- You'll need to complete a Healthcare Request form and Receipt Summary. (The Receipt Summary must be in Microsoft Word version and attached separately).
- Scan your completed Request Form and receipts and email them to [healthcare@marram.co.nz](mailto:healthcare@marram.co.nz). *Make sure you attach the Receipt Summary as well. At this point, we don't check for correct information, bank accounts or signatures. This is purely to have a record of the request being received.*

These are given a Request Number and entered into our database on the same day up until 4pm. Any received after 4pm are actioned the next day.

### 2. POSTED REQUESTS

- Please complete a Healthcare Request form, attach your receipts, pop into an envelope and post to PO Box 24006, Wellington 6142.
- Once we get them, they're given a Request Number and entered into our database on the same day.

### PROCESSING STAGE

So, once we have a request, we prepare it for entry. This includes:

- The personal details are checked, and changes made if necessary;
- The receipts are sorted into order of Contributor, Partner and Dependent children; benefit type and date order;
- The receipt details are entered into our database;
- The request is saved, waiting for final approval.

### APPROVAL STAGE

The personal details and receipt entries are double checked for correctness. Once that's been finalised, the request is approved and ready for payment on the next scheduled payment date.

### PAYING THE REQUESTS

Payments are actioned twice a week on a Wednesday and Friday (and on a Thursday if it's a short week). Once all requests ready to be paid have been approved, we're able to start the process of paying the money into bank accounts. This is when any incorrect bank account numbers are highlighted and need to be followed up.

The money is transferred to the bank accounts provided and the remittance notices are emailed or posted.

**Most times, the requests are paid within 6-7 days – how good is that?**



## NOTICEBOARD

### CHRISTMAS CLOSING

The Marram office is closing at **4pm Friday 21 December 2018** and re-opening at **8am on Thursday 3 January 2019**. We'd like to take this opportunity to wish you a very Merry Christmas and wonderful New Year.

### 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 to 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](http://www.marram.co.nz)

### CLEANING, KEYS, DISHES, RUBBISH REMOVAL AND THE BIG NO NO TO SUB-LETTING!!

Marramites – we have a problem!!! Some of our holidaymakers aren't playing ball and mucking it up for the rest of us!! These homes are great value to stay in and we want to keep it that way.

If people don't follow the Marram values of these homes, unfortunately we'll have to increase the pricing to compensate the extra cleaning costs and attention the homes require. Sadly, a few can ruin it for everyone.

So please...



**Clean the home – or book a cleaner**

**Remove rubbish according to instructions**

**Wash and put away your dishes**

**Put the key back in the lock box for the next holidaymaker – no excuses**

**Don't let your adult children, family or friends stay in the homes unless you're there – otherwise you are subletting, a big no no!!!**

**You could be banned!!!**

### EMAIL ADDRESSES

If we don't have an email address recorded on your file, some communications from us will be posted. But, if you have an email address that you access, let us know and we'll pop it on your file and you can then create a login with it. It'll also mean you'll receive our emails with the latest updates.

But...if you don't access your email Inbox, don't worry as we'll continue to post any updates.

### BALLOT

Marram uses a ballot process (random draw) in the school holidays and the Christmas period, to allocate our holiday homes to people who have applied for them. This is the time that demand exceeds the supply of the homes and is the fairest way to do it.

But remember you can book 12 months in advance for homes that aren't balloted! So, get booking for your next holiday – Enjoy!

# REFERRAL BONANZA!

**KNOW ANYONE THAT COULD DO WITH MARRAM?**

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 give you a voucher.



**Z gift card**

which can be used for anything at Z, from fuel to mince pies for the whole family.

OR



**New World gift card**

which you could be putting towards your grocery shop.

OR



**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](http://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 1-16 December 2018 so get recruiting now!
- The promotion is only available to current Contributors.
- Marram T&C's apply.



## SUMMER PHOTO COMPETITION



**Woohoo it's Summer! So, get snapping away over the summer as we're keen to see your fav pics. Show us the fun you've had or a fantastic shot you've taken.**

**We've got 3 x weekends in Marram homes to give away to 3 lucky winners!**

Email or post us your favourite pic by **31st January** to be in with a chance. Our winners' photos will star in the next *Outlook* and on our Facebook page.

Email: [enquiries@marram.co.nz](mailto:enquiries@marram.co.nz) and in the subject line enter: **Summer photo competition**

Post to: **Marram Community Trust, PO Box 24006, Te Aro, Wellington 6142**