

Marram

outlook

WINTER 2014

Magazine of the Marram Community

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Hello Winter....





MARRAM'S MAGIC WINTER ESCAPES



A New Zealand Marram skiing holiday gives you more magic in every day.

The air is chilling down, the days are getting shorter, Winter is on its way. **So, what better way to celebrate Winter than a trip to the snow!**

New Zealand has developed a deserved reputation as an international skiing destination. The season runs from June to October, the landscapes and scenery are out of this world and gear is easy to hire. Our ski fields are uncrowded with plenty of wide-open bowls and gentle slopes for first-time skiers and off-piste skiing and heli-skiing for the more adventurous.

And if you need a day off from skiing, there are loads of other activities to do. Enjoy wineries and hot springs, check out the local wildlife, or get into some adventure sports!

Marram has homes available in these top destinations, so get in fast and make sure you lock in your ski holiday!

1. **Wanaka – 2 homes**
2. **Queenstown – 10 homes**
3. **Alexandra – 2 homes**
4. **Lake Tekapo – 2 homes**
5. **Cromwell – 2 homes**
6. **Turangi – 2 homes**
7. **Ohakune – 3 homes**

Marram's **cheap pricing** means more money for you to play on the slopes!

So why not make this **Winter** an opportunity to explore.....

Homes from as low as **\$55-\$85** per night!

Book 4-7 nights and you will pay as low as \$160-\$295...now that's a **bargain!**

Marram Magic... by Glenn



Glenn Clark, CEO

Can you imagine looking forward to winter, the colder, the better? Skiers and snowboarders do. As summer ends, they look forward to fun times up a mountain. If you've thought of trying skiing or snowboarding but have been put off by the logistics, read on, your Marram holiday options in Queenstown and Wanaka make it easy.

Your cheapest option to get to Queenstown is most likely flying. Once one of the most expensive flights in the country, in recent years the fares have dropped so much that flying compares well with driving. Once there, Queenstown boasts two ski fields, Coronet Peak and The Remarkables (www.nzski.com) and Marram offers two holiday home locations, right in Queenstown and on the edge of the Remarkables Shopping Centre (Marram Queenstown East). I recommend Coronet, the big family and tourist oriented field, for your first lesson. Coronet is easily accessed from Marram Queenstown by a walk down to the Snow Centre in Duke St, hire your gear, buy your pass and catch the bus to the front door of the café at the base of the ski field. This is skiing made easy. You can catch a shuttle between the airport and Marram Queenstown so you don't need a rental car. In the evenings, you'll find yourself staying within three minutes' walk of downtown Queenstown with its dining, shopping and Patagonia hot chocolate on the shoreline of Lake Wakatipu (www.patagoniachocolates.co.nz).

The Remarkables field is favoured by snowboarders. You can get there by bus from the Snow Centre in Queenstown but Marram Queenstown East is much closer to The Remarkables, the airport and The Remarkables Shopping Centre where Queenstown residents go to shop. To make your holiday easy, I recommend you hire a 4WD and drive yourself to and from this field. There's plenty of parking.

Once you've mastered the basics, I recommend you book your next winter holiday at Marram Wanaka and ski at the Cardrona field (www.cardrona.com), then onto Treble Cone. Cardrona is a field with areas for all new comers where Treble Cone has steeper, tighter runs better suited to skiers, intermediate and above.

Then it's on to Marram Lake Tekapo and Ohakune. Your Marram accommodation is so well located and affordable, it makes trying skiing much easier than you may think and then you too can look forward to the winter months.



Healthcare Benefits - Hearing Aids

Hello, hello...are you there? Speak up, I can't hear you. Does this sound like you? Are you unable to listen to your favourite music, the birds chirping or your nearest and dearest singing to you?

Well...Marram can help! Don't put off the ability to hear about the nice things in life. Book a hearing test today and we will reimburse **\$20.00** towards the cost. If you then need a hearing aid (or two), we can contribute **\$250.00** towards the cost of each one.



Healthcare Benefits

The healthcare benefit is well utilised by our Contributors with over 400 applications for reimbursement received each week. Last year **\$4,337,608** was paid to reimburse healthcare expenses which goes a long way to support the families of our Affiliated Organisations.



Holiday Homes - not enough at peak times?

We are always looking at ways to improve your holiday experience with Marram, to ensure you value being part of the Marram communityso here is a little insight into what we are doing on the holiday home front.

New homes – buying and selling

At the moment, we have 152 holiday homes around the country for you to enjoy. We monitor their occupancy to help us determine where the demand is, for our holidaymakers. This enables us to make decisions about acquiring new homes and selling low occupancy ones where there is less demand. We can then reinvest the funds in an area that our Contributors/Lifetimers will use more. This means we are always on the lookout for new properties to purchase if they meet our required standards. We currently have several locations on our watchlist.

Ballots & Bookings

Over the balloted school holidays, demand is always very high and we do not have enough homes to satisfy the requirements in most locations. Increasing the number of holiday homes available would largely help the demand during these times. However, we find these homes are not occupied during the lower demand times, which leads to much lower occupancy levels which the Trust cannot sustain at the current cheap pricing rate. Because of this, we are mindful not to have an oversupply of holiday homes. The ballots are a small part of the benefits available to Contributors. They are only run in the school holiday periods due to the high demand for homes. Our surveys have indicated that the ballots are the fairest way to allocate the homes during these periods.

Our Flexi-stays make booking holiday homes very flexible; all homes can now be booked any time of the week for any number of days and up to 12 months in advance as well. This offers flexibility to organise last minute holidays at discounted prices. Last minute weekend getaways and road trips are much easier to arrange because of the Flexi-stay option.

New Contributors

We get feedback at times indicating that there is the perception that with additional people signing up to Marram, it decreases chances of winning a ballot. You may be interested to know that while we are constantly trying to attract new Contributors to Marram, there is a high number who drop off on a monthly basis, unfortunately due to the redundancies and staff reductions that our Affiliated Organisations are working through. Our Contributor numbers currently are the lowest they have been in the last five years.

CONTRIBUTO

CLEANING

It is your responsibility to ensure that the holiday unit is left clean and tidy for the next holiday maker. If you want to take the hassle out of cleaning, we highly recommend that you book the Marram cleaner. If you do decide to clean the home yourself, you must provide your own cleaning products. Please clean the homes thoroughly and show consideration for the next holiday makers.

Cleaning complaints will be looked into. Marram reserves the right to on-charge cleaning costs or implement a ban on future holiday home bookings.

Please do your bit to keep our homes clean and tidy.



Overstayers - will be charged!

PLEASE READ YOUR CONFIRMATION PAPERS BEFORE YOUR HOLIDAY STARTS. Your confirmation papers give you all the information you need, prior to the start of your holiday. This includes check-in and check-out dates. Unfortunately, we find some holidaymakers decide to stay longer, even though they have not booked the additional night(s). The consequences are that the next holidaymaker cannot start their holiday and become very unhappy when they arrive.

If you have chosen to extend your holiday without booking you will be asked to vacate immediately. However, the follow-up phone calls to rectify the situation are very time-consuming – and that is only if we are able to contact the previous holidaymaker who should have moved out. In this situation, Marram tries to accommodate the various problems which is not easy with disgruntled, tired holidaymakers.

In the event that you are an overstay, you will be charged for any expenses that Marram incurs as a result of you vacating on time, which can involve Motel costs for the holidaymakers as well as the additional nights you stay. Failure to reimburse Marram for these expenses will result in a future ban of the homes.

So...please check and double check your confirmation papers before you set off on your holiday.



Do you want to be towed? - One Car per Unit
Marram provides one car park per unit. Please park in your allocated spot. If you have extra cars, please use vacant parks. This creates unnecessary stress for the volunteer trying to sort it out.

FOR NOTICES

cancelling Direct Debit when going to payroll contributions

If your contributions are transferred from direct debit to payroll, please let us know.

On occasion, we have new payments which start coming through via payroll, but the direct debit is also running and paying the contributions as well. It is important that you notify the bank to cancel the direct debit, so no further payments are received via direct debit.

Send Healthcare Requests twice per year!

Standard post can take up to three days for delivery, and sometimes longer. If your healthcare receipts are almost 12 months old at the time of posting your request, it is possible they will be too old for reimbursement to be considered, by the time Marram receives them. We suggest you post your healthcare requests twice per year, to avoid the possibility of your receipts being too old for reimbursement. We will not consider reimbursement for old receipts.

Holiday Feedback

From time to time, we get feedback such as:

'On arrival there was only one portion of toilet paper. Not advised must supply paper for one night'.

In these situations, we would expect the occupants to provide their own toilet paper, regardless of the number of nights they are staying. In addition, our expectation would be to leave any spare toilet rolls for the next occupants in case they are 'caught short'. If everyone does their bit to 'give a little', there will be fewer complaints and more comfortable people.



Sub-Letting is a big NO NO!

You or your spouse must be present during the tenancy. Homes must not be sub-let to any other person(s). If this occurs, Marram reserves the right to charge you a fine of up to \$5000 for breach of contract.



If you have an **email address**, please let us know so it can be added to your profile. You can also register this, which will enable you to login (www.marram.co.nz) to book and ballot for holiday homes, update your personal profile or check your healthcare request.

Car Park is what we provide!

please be considerate of others and park, please park on the road, not in other spaces for the person whose car park it is and

Thanks to all those who replied to the recent survey about referring colleagues. It was great to see what you think and we have taken it on board with our latest referral.

The lucky winner of the Easter goodie basket was **Amanda Hurford** from Transfield Services (NZ) Ltd.

REFER & WIN!

Refer a work colleague & be rewarded with a **\$40 voucher** of your choice.

Sign up a colleague by 13th June 2014 and be rewarded with either:



Even better, if 2 friends sign up, you will receive \$80 worth of vouchers, 3 friends then \$120 worth of vouchers.....10 friends then \$400 of 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, get them to complete a sign-up application saying you referred them and send into Marram.

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



CONGRATULATIONS

to our latest winners of the referral competition: Glenys Paterson and Ruby Zamberi from ANZ Bank Ltd. Glenys was drawn as our lucky winner and since Ruby had referred her, they both took away an iPad mini.

HOLIDAY ACCOMMODATION AND FINANCIAL ASSISTANCE FOR HEALTHCARE

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

Why do we do Referrals?

In each Outlook, you've no doubt noticed the referral competitions and perhaps wondered why we run them when being a part of the Marram Community looks such an obvious choice to those who already belong. Well, your referrals work. The obstacles to new employees of the organisations affiliated to the Trust of becoming involved in Marram are typically they haven't heard of Marram or they've heard but the benefits look too good to be true. Employers must do their best to introduce new employees to Marram when they start their jobs, typically through company induction programmes. But if this step is missed, Marram relies on you to pass the word and dispel any notions the benefits, especially the prices paid for accommodation, are too good to be true. **A personal reference from someone like you who is already involved works very well.** It's far more effective than having Marram staff travelling around the country giving presentations as the health insurers do. **The Board of Trustees would prefer to see the travel budget go into healthcare payments and cheaper holiday accommodation.** To that end, some contributors say "but we don't need a prize" to help but it works as a relatively inexpensive way of spreading the good news about the benefits by rewarding those who help the Board of Trustees. **So enjoy the referral competitions and thanks for your help.**

www.marram.co.nz

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