

# WelfareNews

NEW ZEALAND RAILWAYS STAFF WELFARE TRUST

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## PROPERTY MAINTENANCE

### Projects completed since our last newsletter:

- Hanmer Springs Unit 1 - interior painting
- Chch - new ventilation systems
- Dunedin - bathroom renovation
- Queenstown Unit 7 – bathroom renovation and replumbing
- Queenstown Units 5 & 7 – interior painting and new flooring
- Rotorua - new ventilation system and extraction fans
- Whitianga – new curtains

### Some of the maintenance projects that are planned for winter 2020:

- Hanmer Springs Unit 2 - interior painting
- Ohope – kitchen renovation and new heatpump
- Orewa – interior painting
- Paihia – renovate kitchens and bathrooms
- Queenstown Unit 10 – replumb, bathroom renovation, new carpet and interior painting
- Rotorua - interior painting and new curtains
- Whitianga – new heatpump

## RETIREMENTS

Phil and Yolande Jones (former Queenstown caretakers) have retired from the Trust, we wish them all the best for their retirement. Jeanette Spencer (ex- Mt Maunganui) has been our temporary caretaker in Queenstown for the ballot season. Long-time members Kerry and Steve Carey have taken over as permanent live-in caretakers from March onwards. Welcome Steve and Kerry! And thank you to Jeanette for filling in for us.

Lynda Judd from the Trust's head office retired in late 2019. Lynda had been with the Trust for many years and will be familiar to many of our members as the calm and kind voice on the other end of the phone. We wish Lynda all the best for her retirement and thank her for her years of service to the Trust.

## PAIHIA – NEW HOLIDAY UNIT

The ex-caretaker house upstairs at Paihia has undergone a significant renovation and is now available for members to book as a holiday unit. It is three bedrooms and sleeps 8 people. For more details and photos, please see the Trust's website in the "Book Now" section.

## NO PETS REMINDER

A reminder please that pets are not allowed in any of the Trust's units. Failure to comply with this rule has led to several holidays being cut short and membership suspensions in recent months.

## NEW WEBSITE

Our new website went live in October and ever since, members have been taking advantage of the ability to make accommodation bookings themselves online. If you have not yet set yourself up with an account, please go to [www.nzrwelfare.co.nz](http://www.nzrwelfare.co.nz), go to "Member Login" and enter the email address that this newsletter was sent to. Click on "forgot password" and you will be sent a link to create a password.

Please note if you received this newsletter in the post then that means we don't have your email address in our database and therefore you can't book online. Please email us your address to [info@nzrwelfare.co.nz](mailto:info@nzrwelfare.co.nz) and then we can add you to our database.

**Please note** we appreciate that not all members have access to computers. We are still happy to make bookings on behalf of our members, just give the office a call and we will help you out.

## FACEBOOK

Short term vacancies and other news and specials are advertised on our Facebook page so please "like" our page to be kept in the loop - [www.facebook.com/nzrwelfare](http://www.facebook.com/nzrwelfare).

## BENEFIT CLAIM DEADLINE – GROUP A MEMBERS ONLY

Benefit claims for the year 1 April 2019 to 31 March 2020 must be in to our office by 5pm on 30th June. Claims received after this date will not be accepted.

## BALLOT SEASON 2020/2021

This year's ballot will be drawn one month earlier than in previous years, i.e. applications will be due into the office by **31st July**. This is to allow those who are unsuccessful to still be able to make alternative plans.

There is now a limit of **one week** at any one location during the ballot, i.e. Saturday to Saturday. This is to allow more members the opportunity of being successful. Please note that members are welcome to book a second week (if it is available)

after the ballot has been drawn and the left-over vacancies are released for general booking on the website.

This year's payment due date will be 2 months in advance of the first date of the stay for all ballot bookings. Refunds will only be given to those whose leave is not approved or to people whose circumstances change for medical reasons. All other ballot bookings will be non-refundable.

## CANCELLATION AND REFUND POLICY

A reminder that all accommodation bookings are due for payment 2 months in advance of the first date of your stay. There will be no refunds given for cancellations made within 2 months, except to those whose leave is not approved (proof will be required) or to people whose circumstances change for medical reasons (medical certificate required).

## CONTACT US

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