

Fans' Forum – Thursday April 2nd, 2015

Present: Katrien Meire, Tony Keohane, Lisa Squires, Lungi Macebo, Ian Wallis, Jean Huelin, Craig Parrett, Syd Cheeswright, Pete Catlin, Christine Lawrie, Tony Bennett, Sharon Sherress, Keith Blair, Steve Clarke, David Wood, Vernon Roper

1. Apologies

Ravi Patel, John Bennett, Mandy Anderson-Myers, Mick Everett, Matt Ring, Heather Robertson

2. Minutes of Last Meeting

Approved. Some travel issues to discuss.

3. Organisation chart

SC request. Some changes of management staff. Would be helpful if we could have an up to date organisation chart.

KM - still some changes happening. New ticket office manager and new commercial manager. Other positions are the same.

Could a chart appear in the programme? The website might be better. It is likely to appear at some point this year.

4. Player of the Year Dinner

Sold just under 300 tickets, still a few available.

Some concerns about the ticket price. Increased cost of food from £22 a head last year to £33.50 a head. We do have free room hire. Will be helpful to know which directors will be there. KM will speak to staff at training ground re player attendance.

5. Player of the Year Voting

Votes will be collected before Fulham and Leeds matches. Volunteers are welcomed. There are normally several thousand votes.

Valley Gold will choose the young player of the year through a vote of its members and is arranging for the trophy.

6. Hall of Fame

Vote will be online in the next few days. Three players in each category to choose from.

7. Valley Gold

New promoter starting on Tuesday. He should be at the next meeting.

Where does it leave Valley Gold as the club no longer needs the money from VIP tickets? Does that mean that the club no longer needs money from Valley Gold? KM said that Valley Gold will continue and is important for the academy. Valley Gold is also separate from the club. Currently about 1936 members.

8. Charlton Upbeats

The walk was very enjoyable. Will the club be repeating it? Could an additional event be run alongside it? Not everyone can do an 8 mile walk. The Charlton Upbeats is an initiative run by the Community Trust and the walk was an initiative driven by them, that the club supports it. Likely to repeat it next year in some format.

9. Disabled Section North West quadrant

A few people in wheelchairs were concerned that one of the lifts has been out of order a number of times. Potential fire risk. There are other measures in place for a fire, and there are engineers on site on match days to attend to any problems.

As the seats there are far away from the screen, would it be possible for team sheets to be handed out? That will be considered.

10. Ticket office opening hours

At this time of season and at start of season, could the ticket office be open on Thursday afternoon, especially as reminiscence group meets on Thursday afternoons? The club is trying to move towards being online as much as possible. Ticket office could be closed another day, but fewest tickets were bought on a Thursday afternoon. The data will however be checked again. There will also be a new ticketing system introduced this summer.

11. Travel and Valley Away (including Data Bank, two questionnaires, Job Descriptions, Driver Hours)

Everyone pleased that Valley Express will continue. There will be a price rise next season; the rise will be £10 return or £199 for a season ticket. The club realises how important it is.

Rail travel going very well. Numbers are reducing.

Valley Away - certain matters discussed last year and steps taken, but not all followed up. SC and BK considered drivers' hours, a data bank, and questionnaires. There should also be a job description for coach stewards.

As to the data bank, every club provides information for away fans on their website. Will try to provide information, but a lot of information is available already. Supporters can look on the internet. DJ Coaches will have a lot of information too. There is also an away guide for each game. Matter is closed.

Stewards job description is an action point that will be worked upon. Stewards do have some guidelines already.

12. Meeting Minutes

Concern they might be too condensed. CP produces a summary of key information which is the purpose of minutes. Nobody would read a verbatim record of the whole meeting. Minutes are fine as they are.

13. Confidentiality

At previous meetings, it was said that meetings are confidential until the minutes appear online. A number of matters were discussed and some appeared on a public forum before minutes were published.

Confidentiality is intended to avoid any miscommunication or misinterpreting what is said. The minutes are clear and they are the best way to communicate what was discussed.

14. Any other business

Three matters from IW.

A. Intending to do special events at the museum. First is on Tuesday 28 April. Clive Harris will do a talk on the early years of the club. Limited number can attend.

B. For East stand supporters, what has happened to the food outlets? They have disappeared. It was explained that about 4 games ago there was a safety issue with one of the units. Made a decision not to use those suppliers, so sourcing an alternative at the moment.

C. VIP scheme comes to an end. CP will cease to have a role. Proposed that he should be administrator for the fans forum - this was agreed.

CL said that there were some concerns about £300 for the Millennium Lounge next season. There is however the option to use Crossbars. That £100 offer was an introduction offer.

SC - is there any check on millennium lounge passes compared to the number of seats that are available. Seats often run out. It was explained that there is a different situation this year as some Crossbars people moved in there. Millennium lounge is likely to be less busy next year. There do seem to be seats in other areas that are not used.

TG - when season ticket prices offer finishes next week, what will prices go up to? Not announced yet. Ticket sales are going well.

There is a rumour that mascots may be replaced. They are being redesigned to make them more trendy. Looking at a furry mascot and one that appeals more to older children. Have asked Young Addicks to design the new mascot.

Can the colour that the club will wear for each match be published in advance? This can be done if it is known.

As the beam back looks like it might be successful, can there be more? This will be explored but there are a number of factors. The away allocation must be sold out for example before a beam back can be considered.

Next meeting: 8 July 2015