

## Fans Forum - 15 January 2015

Present:

Representatives - Christine Lawrie, John Bennett, Barnie Razzell, Craig Parrett, Ian Wallis, Jean Huelin, David Wood, Peter Catlin, Tony Farrell, Sharron Sherress

Club - Katrien Meire, David Joyes, David Colgan, Ravi Patel, Mick Everett, Lisa Squires, Tony Keohane and Iain Liddle

KM began by addressing some of the concerns that may have arisen over the appointment of the new manager. She and RD will always be honest with supporters and aim to keep supporters updated which was the intention of the statement on Monday afternoon. It may have been the case that she was misinterpreted at the press conference, but no decision was taken over the identity of the new manager until Tuesday. A number of parties were spoken to including other candidates and the players. The group thanked KM for her comments.

1. Apologies - Lars Liljegren, Terry Hastings, Vernon Roper, Matt Ring, John Commerford
2. Introduction of New Valley Gold Representative – Sharon Sherress

Sharron is the new valley gold administrator. The telephone number and email address remain the same.

3. Minutes of Previous Meeting

John Bennett was at last meeting.

4. Matters Arising:- CASC / Independent Groups                      Anti Social Behaviour

Charlton rainbows incident prior to the Brighton game. Whether or not it actually happened, there is no place for such behaviour. The trust would like to be a part of any statement that the club release on the matter. The police have since confirmed that it was a hoax and are investigating.

KM would like any anti social behaviour to be reported - perhaps an anonymous text service. Should cover all unacceptable behaviour. An issue that was discussed is that it may lead to reporting of other individuals for someone's own agenda. This depends on staff available to monitor it.

5. Player of the Year Dinner

JH and IW met with Ravi and Wesley from the catering company. It was a positive

meeting. Date will be Sunday 3 May 2015. Club will give support to the event as in the past and players/management will attend. New catering arrangements were discussed. Concern is that ticket prices shouldn't be too high.

6. V.I.P. 5 Year Season Ticket Questions and Answers Session and Renewal of V.I.P. 5 Year Season Ticket Scheme

CP said that there were three matters that arise here - the renewal of the scheme, the overpayment and the Q&A.

LS said that she will liaise with CP with a view to fixing a date for the Q&A in mid February. It will most likely be with Katrien, Guy and Richard. VIPs will receive an invite by post or email.

As to the potential renewal of the scheme, CP has attended a few meetings with a small group of VIPs and DC. The proposal is that the new scheme will have two tiers. CP will email KM with details of the proposal.

As to the shortfall (i.e. that it would have been cheaper for VIPs to have bought their ticket each year, CP said that this should not be ignored as VIPs helped the club when it needed it. The shortfall could be dealt with in one of three ways - VIPs could be given a credit on next year's season ticket, they could elect to do nothing, or the shortfall could be donated to a charity such as the Upbeats. This is to be discussed.

7. Friday Night Football

CL said that traffic on a Friday night makes football prohibitive. KM said that Saturday can be difficult and busy for some people too. Just suggested as a trial.

BR said trust has done a survey. Results to be published shortly.

Saturday is one of the few protected football days. Will always be travel issues. Most fans come from SE London and Medway.

Millwall crowds for recent Friday night games were lower than usual. Children less likely to attend on a Friday night. Tranmere tried Friday night games and got no floating support from Liverpool or Everton.

8. CAFC Museum Update

Open on Fridays. 11-3:30. Manned by a volunteer. Looking to extend opening to other days. More difficult to get volunteers on a regular basis. Considering doing Saturday, but it would need to close by 1-1:15. Going very well. Took £342 last Friday. A flat screen TV has been donated to show various historical DVDs and videos. Trustees meeting last

week. For members, thinking about theme nights focusing on a particular game. Everything will eventually be online but it takes time. Also need to generate funds. Free to enter. Leaflets in the museum show how to make a donation.

KM - when the club does a stadium tour, it could include the museum and the club could then give a donation to the museum. Could also do a bucket collection on a match day.

Set up costs are extensive. Want to offer a range of things to spend money on once there, such as postcards. Can sell items in the shop the season after next.

Can arrange a supporters' group evening at the museum. Any interested groups should contact IW.

There is lots more not yet on display.

Have a lot of programmes. Not had an opportunity to sort through them yet.

#### 9. Transport - Valley Away                      Valley Express                      Group Rail Travel

Valley away - concern is that away clubs are not meeting us to direct the coach. Could be easily arranged. Police in Greenwich used to give instructions but not for a long time. Were discussions to build a database of information on away games including facilities for away fans. Fans can look at websites to get information. Should continue to work on the database of information. Could just contact the clubs for the information to go into the database.

Valley express. No comments to make. Rumour is that it will stop next year. Supporters think it should continue as it brings people in who would not come otherwise. DC - not on the agenda to remove it, but will be reviewed. If it is to be removed (which is not the club's intention at the moment), it was agreed that everyone should be informed before season tickets go on sale.

KM - it is loss making so trying to think of ways to increase profitability. Have to look at every loss making aspect at the club. No ideas implemented yet regarding valley express.

DC - last year reduced number of coaches whilst maintaining pick up points and price. Not only about price, it's also about number of pick up points. Exploring various options.

Some coaches, e.g. Ashford is fully booked every week. Some are picked up by Dover coach.

Rail travel. Still going well, just reduced numbers. Zero cost to the club.

## 10. Any Other Business

IW - lots of programme sellers have changed and numbers reduced. It was reported that the club used to outsource selling, now in house. Some reliability issues. Also lost stands when it went in house.

East stand keeps running out of Bovril.

CP - hand dryers in the toilets are very ineffective. Will be looked into.

Next meeting - 2 April 2015