

Charlton Athletic Fans' Forum – November 21st 2018

Fan representatives: Richard Wiseman (RW) - Charlton Athletic Supporters' Trust, Les Herbert (LH) - Maidstone and Weald, John Perkins (JP) – Away Travel, Bernie Razzell (BR) - City Addicks, Ian Wallis (IW) - Bromley Addicks, Christine Lawrie (CL) - Reminiscence Group, Paul Nottage (PN) – Valley Gold, Tony Garrett (TG) – CADSA

Club: Lieven De Turck (LDT), Tony Keohane (TK), Tom Rubashow (TR), Katie Cowling (KC)

<u>Topic</u>	<u>Raised by</u>
Ratification of minutes <ul style="list-style-type: none"> Action: Notes on takeover to go out immediately following the meeting and be approved by RW Action: Full Forum meeting notes to be ratified by fan PN 	Ongoing
EFL meeting <ul style="list-style-type: none"> RW asked for feedback from the club on what happened with the EFL meeting LDT said there was a meeting in Brussels with Roland Duchatelet and Shaun Harvey (EFL) LDT said there was also a meeting with the EFL and members of the club's staff LDT said as far as he knew there had been no feedback from the EFL about these meetings RW asked if LDT had any indication on what they would do with their findings and if they would make them public LDT said he didn't know and he wasn't aware of a timescale 	RW
Supporter Liaison Officer <ul style="list-style-type: none"> RW said he was aware the club should have a Supporter Liaison Officer and the person in the post had changed a lot in recent times at Charlton KC confirmed the Supporter Liaison Officer is Callum Sullivan (CS) and that he would join the Fans' Forum meeting going forward KC said CS looks after Club Development and that his role includes Supporter Liaison Officer, including dealing with the fans email 	RW
iFollow <ul style="list-style-type: none"> RW asked for clarity on iFollow/live-streaming TR explained that because the club aren't in the EFL Digital agreement the club has it's own website and Valley Pass, the club's video and audio subscription service TR explained that the club looked at live-streaming over the summer and examined various different cost options. He said the decision was made that due to a lack of evidence on what the demand would be the decision was taken to not stream this year and use it as an opportunity to get a better idea of the demand with the potential to provide live streaming next season TR explained that if the club are to provide the service there are various EFL-set restrictions on pricing RW said CAST could help with market research around Valley Pass, TR said that would be great and he would pick-up with RW separately 	RW
Coaches to away games <ul style="list-style-type: none"> RW asked if the club policy was just to run one coach to away games KC said it is flexible and depends on demand. She said she initially books a 49/53 seater and if that gets fully booked that gets changed to a double- 	RW

<p>deck coach. Then if there is any extra to put on she books on a second coach providing it is for enough people</p> <ul style="list-style-type: none"> • KC says it goes on sale a month before and they book on as many people as they can 	
<p>Away ticket purchasing</p> <ul style="list-style-type: none"> • RW said he saw Fulham seem to have been able to arrange a system so that fans could specify a ticket in an area where people were going to sit for away games. He asked if we would be able to explore doing something • KC said the home club produces an order for Charlton to sell e.g. front to back. KC said Charlton have to stick to how the opposition tell them to sell • RW said that made sense as it probably because Fulham would take the tickets knowing they were going to sell out 	RW
<p>Takeover update</p> <ul style="list-style-type: none"> • Details were published immediately following the meeting. You can find the article here. 	All
<p>Press comments</p> <ul style="list-style-type: none"> • BR said he felt certain comments in the press were not helpful. He said that a view was expressed (by the club) that it was not helpful for the sale of the club to have fans protesting. He said, if that is true then why come out in the press with an interview that winds fans up and makes it worse. He said if you want fans to stop protesting then stop coming out in the media and having a go at them. He said it was not helpful to anyone 	BR
<p>ACV update</p> <ul style="list-style-type: none"> • BR suggested celebrating potential ACV status e.g. with a plaque • RW said the council would be contacting the club • TK said the club have received a letter of notice but no further action was required • RW said he was expecting the club to be contacted for comment • TK said that hadn't be received yet • RW said he would chase when appropriate 	BR
<p>100 Years at The Valley</p> <ul style="list-style-type: none"> • BR asked what was planned in terms of commemorating it • TR explained a committee would be set-up on celebrating 100 Years At The Valley and that fan representatives will be invited to join • RW asked if there was any issue with the gates • TK said the designs are with Olly Groome 	BR
<p>January transfer window</p> <ul style="list-style-type: none"> • CL asked if funds be available to plug the gaps in the squad should the club not be sold by January • LDT explained the Lee Bowyer and Steve Gallen are in contact with RD if they need players or on the kind of players they need. He said like in the transfer window in the summer, it would be the same for January • CL asked if funds will be available • LDT said they have to work within the budget • JP asked if the budget was available • LDT said as of today the club is still within the budget • LH asked if loan players were going back to there parent clubs e.g. Josh Cullen while he is injured • LDT said he didn't know the individual contracts by heart • TG asked what happens if a club comes in to buy one of the players 	CL

<ul style="list-style-type: none"> • LDT said he is not involved in this but that with some players who are out of contract at the end of the season discussions are in place for renewals. LDT said Steve Gallen was looking after this • RW said that LDT said earlier being in the top six helped with the sale of the club and asked what that meant for investment in January • BR said that the strategy should be about stability and building on what we have currently, namely an exciting manager and quite an exciting squad • LDT said it is easier for him to sell the club if it is in sixth place or higher • LDT suggested that for a future meeting Steve Gallen is present to help answer football-specific questions 	
<p>Medical and fitness department</p> <ul style="list-style-type: none"> • CL said there have been a lot of injuries and asked if the club was having a review of the medical and fitness department • Action: Club to invite Head of Medical Services Alastair Thrush to upcoming Fans' Forum meeting • CL asked if there had been a cut in medical staff • LDT said one of the team left but was replaced 	CL
<p>Programme subscriptions</p> <ul style="list-style-type: none"> • CL said there had been issues with programme subscriptions this year • TR said the process changed at the start of the season and everything was a bit behind schedule. He said it is pretty much up to date now although there are a couple of early season programmes the club are still chasing on. He said a new process is now in place and a volunteer, John Hutley, coming in to manage upcoming distribution • Action: Anyone still having issues can contact TR directly 	CL
<p>State of the stadium</p> <ul style="list-style-type: none"> • LH said that he had been asked to pass on that the stewards had been very helpful. LH said all the pre-match staff had been good and praised the cleanliness of the stadium. He added the Family Activity Zone had been great 	LH
<p>State of the pitch</p> <ul style="list-style-type: none"> • TG said the state of the pitch was amazing on Tuesday and that in previous years the game wouldn't have been played with the amount of rain • TK said the both the training ground and stadium team worked well together to get it ready 	TG
<p>Membership of Fans' Forum</p> <ul style="list-style-type: none"> • LH requested that at future meetings it be clear who is representing which fan group at each meeting and that it is only one person per fan group • All agreed this should be re-introduced 	LH
<p>CAST response from the last meeting</p> <ul style="list-style-type: none"> • LH said he was awaiting a response from CAST from the last Fans' Forum in August • RW and LH agreed it wasn't a matter for the Fans' Forum and they would pick up away from the meeting 	LH
<p>Disability support</p> <ul style="list-style-type: none"> • LH thanked Donna Manley and Kishan Palmer for their support of a disabled supporter • Action: Club to do a story on CADSA funding of headphones for visually impaired 	LH

<ul style="list-style-type: none"> TG thanked the club for seat in the East Stand with a steward for Checktrade Trophy game, as he was by himself in the stand 	
<p>Football For A Fiver</p> <ul style="list-style-type: none"> Fan groups to email the club with ideas on pushing Football For A Fiver game on February 16th 	Club
<p>Foodbank support</p> <ul style="list-style-type: none"> The club detailed some upcoming activity with local foodbanks, further information to be released in due course 	Club
<p>Pride of the Valley</p> <ul style="list-style-type: none"> CL said she thought the Pride of the Valley campaign, that is running in the programme and on the matchday this year, is going very well 	CL
<p>Player appearances</p> <ul style="list-style-type: none"> TG asked about Player and Manager Appearances Action: Club to follow-up 	TG
<p>Club shirt after fan consultation</p> <ul style="list-style-type: none"> BR asked what was happening following hummel's fan consultation on next season's kit TR said hummel were happy with how the meetings went 	BR
<p>Museum store room</p> <ul style="list-style-type: none"> IW thanked TK and the club for the Museum getting storage space back 	IW
<p>Coach supporters tickets</p> <ul style="list-style-type: none"> JP asked if coach ticket holders would get preferential ticket for games IW asked why they should get preferential treatment when others that go every game wouldn't KC said there is a new loyalty scheme in place, which the club consulted the fans on, to give priority to the most loyal Charlton supporters 	JP
<p>Richard Murray</p> <ul style="list-style-type: none"> BR asked if Richard Murray was in good health and if he was coming back to the Fans' Forum TK confirmed he has been at games LDT said he will ask him to the next meeting 	BR
<p>Next Meetings</p> <ul style="list-style-type: none"> January 9th 2019: Takeover update should it be required February 20th 2019: Full Fans' Forum meeting 	