

**Charlton Athletic Fans' Forum Agenda**  
**February 7<sup>th</sup> 2018 – 6.30pm**

**Attendees:**

**Charlton Athletic:** Richard Murray (RM), Tony Keohane (TK), Chris Parkes (CP), Tom Rubashow (TR), Katie Cowling (KC)

**Charlton Athletic Community Trust:** Jason Morgan (JM)

**Supporters:** Bernie Razzell – City Addicks (BR) Christine Lawrie – Reminiscence Group (CL), David Wood – West Country Addicks (DW), Ian Wallis – Bromley Addicks (IW), John Perkins (JP), Les Herbert – Maidstone and Weald (LH), Paul Nottage – Valley Gold (PN), Richard Wiseman – Charlton Athletic Supports Trust (RW), Syd Cheeswright – Rail Travel Coordinator (SC)

Topic	Raised by
<p>Takeover update</p> <ul style="list-style-type: none"> <li>• A full takeover update from the meeting was published immediately following the meeting and can be found by <a href="#">clicking here</a></li> </ul>	CL
<p>Donation following Fans' Forum activity around Portsmouth game</p> <ul style="list-style-type: none"> <li>• LH asked what the winning CACT cause from the fan vote was</li> <li>• JM and TR thanked the Fans' Forum for their support around the Portsmouth game</li> <li>• JM explained that the £2,000 would be going to one of CACT's mental health programs and there would be a presentation, with all Fans' Forum members welcome to join at Tuesday's game</li> </ul>	LH
<p>Season ticket and online ticketing system feedback</p> <ul style="list-style-type: none"> <li>• Prior to the meeting the club asked for feedback on the current ticketing system and examples of other online ticketing systems fans liked</li> <li>• KC explained there are limitations with the current system and that she is looking at options.</li> <li>• KC asked if a loyalty point system would be wanted. JP confirmed this would be good and something fans would want</li> <li>• JP said the club need to know details of everyone on a coach and those that the club sell a ticket to</li> <li>• KC said she was also looking at an improved visibility online of exactly where a seat would be and at the option of ticketing bundles</li> <li>• TK explained there were issues with the current system, including adults purchasing tickets as children. He explained better controls were needed at the point of purchase rather than on the day where it requires stewards to challenge</li> <li>• TK said a new ticketing system would help capture data for any comp tickets. JM explained from next year a section of 500 in the stadium will be given to the Community Trust so that the stadium can become more accessible to the local community. The aim will be that the club's ticketing system can capture this data giving the club an opportunity to re-engage with these individuals going forward</li> <li>• BR suggested it would be great if people could enter the stadium via their phone rather than printing out a ticket. KC confirmed fans can already do this</li> <li>• LH said a guide should be produced on how to enter the stadium</li> </ul>	Club
<p>Expiration of loan contracts</p> <ul style="list-style-type: none"> <li>• CP confirmed that all five current loan players are available until the end of May at least so all will be able to play any play-off games</li> <li>• CP confirmed play-off games.            Game A: May 10 and May 13            Game B: May 12 and May 16            Final: May 27</li> </ul>	RW
<p>Sparrows Lane update</p> <ul style="list-style-type: none"> <li>• RW asked if the development comes to a halt</li> <li>• TK said it doesn't, the present phasing continues. All interested parties in reference the acquisition of the club have said they want to have input into</li> </ul>	Standing Item

<p>the final design for the building so the infrastructure continues to get it ready for that final part</p> <ul style="list-style-type: none"> <li>• CL asked if there was a problem with the drainage</li> <li>• TK said the new pitches are working well but there is a lot of water saturation following heavy rainfall. The challenge is there are a lot of areas open as the final electric is being put in which is gathering a lot of water. Once the trenches are closed the further excess water will resolve itself. TK added the secondary drainage will go into the pitches as scheduled this summer</li> </ul>	
<p>Football For A Fiver</p> <ul style="list-style-type: none"> <li>• TR said that the ideas/support from the Fans' Forum ahead of the Portsmouth game helped drive attendance that the club would welcome any ideas/support around driving awareness of Football For A Fiver</li> <li>• KC said sales were up on last year and that ideas were welcome</li> <li>• PN explained the game is also dedicated to Academy Day supported by Valley Gold</li> <li>• IW said there would be an opportunity to harness disengaged fans once a new owner is in place</li> </ul>	Club
<p>Public address system</p> <ul style="list-style-type: none"> <li>• CL said several people had fed back that several people in the Lower West said sound was poor</li> <li>• TK said there have also been complaints about the Upper North and a proposal is in place for a Capex upgrade over 2-3 seasons</li> <li>• DW asked if crowd sound was being pumped in</li> <li>• TR said this wouldn't be the case during the game and this could potentially be the pre-match content on the big screen</li> <li>• IW said the PA system is fine where he sits but he can't hear content from the big screen</li> </ul>	CL
<p>Entry to Fans' Bar</p> <ul style="list-style-type: none"> <li>• LH said he didn't enter the Fans' Bar at the Heineken Hat-Trick because of a perceived lack of options but has since discovered that bitter and other drinks are available as part of the Heineken Hat-Trick</li> </ul>	LH
<p>Safe standing roadshow</p> <ul style="list-style-type: none"> <li>• RW said roadshow has been postponed as a result of Katrien Meire's resignation and that it would be re-arranged for April to coincide with the next Safety Advisory Meeting</li> </ul>	RW
<p>Player of the Year Dinner</p> <ul style="list-style-type: none"> <li>• IW proposed dinner for Sunday May 6</li> <li>• TR said club would support the dinner. TR said he would check the date with the first team management</li> <li>• TK advised provisionally booking the room</li> <li>• IW stressed the need for decisions to be made quickly</li> </ul>	IW
<p>Pierre Bolangi memorial garden</p> <ul style="list-style-type: none"> <li>• IW asked if memorial garden was still around</li> <li>• TK said the plants were moved to Hadlow College and that they are looking after the plants</li> <li>• IW said that it would be an awful shame if it was lost and gone forever</li> <li>• TK agreed and said it will be coming back and that the Academy management ask about it regularly</li> </ul>	IW
<p>Rail Travel Coordinator</p> <ul style="list-style-type: none"> <li>• SCh asked what is happening with his replacement</li> <li>• RM suggested putting a survey in the programme/website to see if fans would want/need the services of a Rail Travel Coordinator</li> </ul>	SCh
<p>Programme content</p> <ul style="list-style-type: none"> <li>• CL said the programme is poor with a lack of content and mistakes in it</li> <li>• DW said there should be more pages in the programme focussed on fans, other Fans' Forum representatives agreed. TR said the club would include more fan content going forward</li> </ul>	CL

<ul style="list-style-type: none"> <li>BR asked if a fan survey would be taking place, TR said this is something the club are looking at</li> </ul>	
<p>Club handbook</p> <ul style="list-style-type: none"> <li>IW asked if the club were still planning to do a Club handbook this year</li> <li>TR confirmed that work is being completed on it and that it should be out within the next month. He said it may be included in a matchday programme</li> </ul>	IW
<p>The Valley – asset of Community Value status</p> <ul style="list-style-type: none"> <li>RW said asset of Community Value status runs out this year and that the process needs to be done again. RW said club supported application five years ago and wanted to raise it formally at the Fans’ Forum meeting</li> <li>RM asked if a petition was needed if the club supported it. RM said he was for it and wanted to find out if the extra work of a petition was needed</li> <li>RW to look into what is needed with Royal Borough of Greenwich</li> </ul>	RW
<p>Gate design</p> <ul style="list-style-type: none"> <li>RW asked if the project had moved forward</li> <li>TK said the design has been updated based on the fans feedback. TK said the gates are committed to and will be going up. He said one piece of feedback was that 1919 was 100 years since the club started playing at The Valley and should it be considered for that period. TK said the club were open to doing it for either the 25 years (Back at The Valley) or the 100 years</li> <li>Fans’ Forum members agreed that the decision should be made by the nominated fan representatives included in the gate design feedback.</li> </ul>	RW

Date of next meeting: May 3<sup>rd</sup> 2018