

Charlton Athletic Fans' Forum – August 22nd 2018

Fan representatives: Andy Buckland (AB) - Charlton Athletic Supporters' Trust, Les Herbert (LH) - Maidstone and Weald, John Perkins (JP), Barnie Razzell (BR) - City Addicks, Ian Wallis (IW) - Bromley Addicks, Christine Lawrie (CL) - Reminiscence Group

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

<u>Topic</u>	<u>Raised by</u>
<p>Ratification of minutes</p> <ul style="list-style-type: none"> It was requested that the ratification of the minutes would be shared around the group. Other members agreed Action: LH to ratify meeting minutes August 22nd 2018 <i>Post meeting note: also ratified by AB. These notes were updated, with markings in red, on 21/11/2018 following feedback from CL and BR.</i> Action: Volunteer to ratify minutes to be established at the start of each meeting 	LH
<p>State of The Valley</p> <ul style="list-style-type: none"> CL was not happy with the state of The Valley for the opening game TK said for the first game of the season the seats were not clean enough. He said it was not good enough and apologised. He explained since then the club have been working with an external pest control company. Staircases and previous roosting areas have been cleaned. Feedback from fans suggest those areas have been resolved TK also explained there had been a challenge with cobwebs. Because of the summer climate the stadium has seen an increase in the amount of spiders. The cleaning team are now using additional equipment to deal with cobwebs 	CL
<p>Pitch</p> <ul style="list-style-type: none"> CL asked if there was a problem with the pitch this year TK said that there were challenges at the start of the season but the club's groundsman spotted them early and made changes. There is still five weeks of growing to be done and already there was a reduction in divets for the Peterborough game 	CL
<p>Programme</p> <ul style="list-style-type: none"> CL asked if the programme would continue to be run this year TR said the club would still be running the programme and that after feedback from last season, there is now increased content and a regular fan page 	CL
<p>Ticketing</p> <ul style="list-style-type: none"> CL asked if Ticket Master would be used again after it was used for the play-off semi-final KC explained the club had to use Ticket Master because of the amount of tickets to be sold in such a short space of time. She said this year's new ticket system would be able to deal with the demand so an external company wouldn't need to be used in the future AB and BR both questioned why there was a charge for purchasing online tickets KC said this was part of the new ticketing system. She explained that the new system provided a better service compared to last year's system and 	Various

<p>that the club had looked at what other club's charge before setting a transaction fee. The cost is in-line with other clubs and rewards loyalty, whether it be through multiple ticket purchase, online promotions or the new loyalty scheme. BR said he thought it was a price hike by another name because the rise was on the most popular service. AB said he didn't think it would encourage people to purchase online. BR asked about the funding of the system, the club referenced the transaction charge was part of this. BR responded that in essence the fans are paying for the new system. KC said that there was still a discount for purchasing before 1pm on a matchday which helped encourage people to purchase online. She said there has been a 7% increase in online ticket purchase this season</p> <ul style="list-style-type: none"> LH asked for clarification on if group bookings incur a transaction fee. KC confirmed that five tickets can be purchased by one fan for any one game and would only incur one transaction fee. Likewise fans can purchase for multiple upcoming games and if purchased in one, would only incur one transaction fee 	
<p>Season tickets</p> <ul style="list-style-type: none"> JP asked why season tickets were still available at early bird prices TK said that the club delayed releasing 2018/19 season ticket prices for as long as possible to allow for a potential takeover. The intention when the tickets were released was that the price would be increased after the early bird discount. With no takeover and fans requesting that the ticket prices stay as they were until a takeover was finalised, the prices have remained the same CL asked why in blocks CDE did over 65's tickets increase by £50, KC said she would check this as didn't believe it was that amount. <i>Post-meeting note: KC confirmed increase in West Stand blocks C, D, E and F was £15 rather than £50. KC confirmed that no areas had seen a £50 increase</i> 	JP
<p>Seating at Accrington</p> <ul style="list-style-type: none"> CL asked why they had been advised that there wasn't any seating available at Accrington yet on arrival there was KC explained that Accrington advised the seating was only for ambulant disabled ticket holders 	CL
<p>Takeover update</p> <ul style="list-style-type: none"> LDT provided a takeover update, the details were released immediately after the meeting and are here 	Various
<p>Playing squad</p> <ul style="list-style-type: none"> BR asked why the budget of the playing squad had been cut AB made the point that a lot of players had left and that there weren't as many players coming in LDT explained that players had left and contracts had expired TR added that Lee Bowyer is managing the squad and is still working hard with Steve Gallen to get a final few players in LDT said everyone wants the club to be sold, the owner, the fans. He said when he arrived in January there was a good dynamic. He said this has changed in the last two weeks and it started with the water bottles He said water is still available for academy players, they just have refillable bottles rather than plastic bottles. IW agreed the water bottles weren't the issue but said staff bonuses most definitely were 	BR
<p>Staff bonuses</p>	CAST

<ul style="list-style-type: none"> • AB suggested the club's ownership strongly reconsider their stance on the staff bonuses • BR said it was disingenuous to suggest bonuses would be based on overall profit of the club (rather than some kind of target performance approach) because staff couldn't impact overall profit, as well as being rare it is also wholly dependent on player sales/wages outside of the Premier League • LDT confirmed the club will be paying contractual bonuses • LDT said that in the 2017/18 season the club had a very bad financial year and because of this would not be paying incentivised bonuses 	
<p>SAG</p> <ul style="list-style-type: none"> • TK explained the club needed a fan to sit on the Safety Advisory Group as the current Fan Representative had stepped down, those interested should contact Mick Everett at the club • TK said that a query about road closures is best discussed amongst the SAG group 	Club
<p>Museum Store Room</p> <ul style="list-style-type: none"> • IW hoping to get access for the museum to the museum store room • TK to follow-up directly with IW 	IW
<p>Fans' Forum structure</p> <ul style="list-style-type: none"> • BR suggested a way to get younger members to attend would be for the representative group to invite an U25 to attend the next Fans' Forum meeting with them • TR agreed this could work and will look to action for the next meeting 	BR
<p>Training Ground</p> <ul style="list-style-type: none"> • With the takeover seemingly close construction stopped around the phased development has been put on hold • Separately a contractor is set to come back and do some additional work around the rugby club as the initial work was not to scope 	CAST
<p>Asset of Community Value</p> <ul style="list-style-type: none"> • Club to support ACV application. CAST to update with what is needed 	CAST
<p>Fan page in programme</p> <ul style="list-style-type: none"> • LH said he was pleased this has been introduced after his previous feedback and he would continue to suggest someone for it 	LH
<p>Supporters Trust</p> <ul style="list-style-type: none"> • LH said he would like to take a moment to discuss the Supporters Trust. AB agreed to listen to what he had to say. LH said that he and some of his club's members were not happy at the comments of CAST Chairman Richard Wiseman before the Sunderland away game. AB said he would note this and coordinate Mr Wiseman to pick up with him • LH was unhappy that the Trust news story about the Fans' Forum had a picture of fans protesting as its main image. AB was surprised by this and said he would look into it 	LH
<p>Gate update</p> <ul style="list-style-type: none"> • BR said that it was originally stated in the Fans' Forum that the feature element of the gates would be visible when they were open, and this now appears not to be the case. TK said he would catch-up with Olly Groome and update BR 	BR