



10 January 2019

Tina Davis and Dale Why chaired the meeting. Tony Sutton sent apologies. Michael Davies (Club) and Tony Hector, Lawrie Read and Robert Massie (Trust Board) were also present. Paul Smith and Will Stansbury attended on behalf of ABM Caterers.

Catering Update

Tina introduced Paul Smith (Manager) and Will Stansbury (Liaison between Club and ABM, and the person who will be managing the day to day running of the kiosks).

Catering Manager's Update

- Burgers now pre-cooked, and then warmed in a Bain Marie
- Hot Dogs – Beechwood smoked hotdogs are now supplied by Uncle John's
- New burger buns have now been sourced
- Sauce and mayonnaise now in squeeze bottles
- Changes made to the way in which pies are heated following previous
- ABM keen to promote food in the marquee
- More emphasis on staff training in order to improve retention and hence quality of service

Staffing levels in both the Frank Adams Upper and the Family Stand remain an issue and will be looked into. Paul & Will from ABM will attend March's Fans council meeting

Ticketing

- Children U13 are still getting into the Terrace
 - (MD) Club has tried to mitigate this with free U12 tickets in the rest of the ground
 - (MD) Difficult to ID check for U12s as is done verbally at time of purchase
- It has been observed that a number of fans state 'Junior' at the turnstile and are admitted for just £8, when they are clearly either a Young Adult (19-25) or even a Full Adult (26-59). By so doing, they are depriving the club of either £6 or £10 per person.

Could there be better checks on the cash turnstile (and at the ticket office windows) without causing great delay?

 - (MD) There is very little the Club can do, and it is up to the people to be honest. It is difficult for the Turnstile person to challenge and prolonged questioning would cause big queues and disgruntled fans in them. The Club are looking at ways of preventing this, but it is by no way unique to here and happens around the country
- The Fans Council ask that all fans act honestly and responsibly, and pay the correct admittance price
- At both Gillingham and Burton, we had issues of booked tickets not arriving in time and the excuse being given was "lost in the post". Is the club satisfied that it is doing all it can to get booked tickets posted out in enough time to reach fans well before the match date?
 - (MD) A list of those who have purchased tickets is sent to the away Club. If your ticket has not arrived by the Thursday before the game, then please phone the ticket office
- Season Ticket 'sharing'
 - (MD) The tickets are non-transferrable, but to prevent this would be probably be using photo id and it is too expensive to have tickets with Photo ID and the seat has been paid for. It is said that it may encourage people to attend other games and therefore pay for a ticket at a later date.

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Trust Update

Legacy Member vote

- Legacy Member vote meeting moved to Mon 28th Jan 19
- It was widely reported that many members felt that this change of date could have been communicated earlier
- Change of date was done in good faith – in order that as much information as possible can be made available to members
- Subsequent to meeting – Trevor Stroud apologised on behalf of the Trust Board, recognising that the change of date should have been communicated earlier

Bill Luby/Jim Collis loan

- Loan was made on 8th December 2018 – this was only after other extensive efforts for alternative sources of income had proved unsuccessful
- Charge made against FALL (Frank Admass Legacy Ltd) in January 2019 as a result of a drawn-down figure been reached
- Trust board members present made it clear that this loan was required as cash flow problems reached a critical point over Christmas
- The majority of those present at the meeting felt that the Charge against FALL broke previous promises around FALL assets remaining 'sacrosanct' and out of scope of any negotiations
- The lack of transparency and communication could potentially influence how members vote
- The Trust board members were asked whether one of its own rules – rule 102 – had been broken in relation to the loan
- Trust Board members present took an action to seek an answer to this question and request that Trevor Stroud issue an update statement
- Subsequent to meeting – Trust update statement issued Mon 21st January 2019

Potential Investment Options

- Trust board members present were again asked about Plan B
- Trust board members confirmed that there are potentially other options, but at this time, the best deal for the Club is that proposed by Bill Luby and Jim Collis

Other Trust Matters

- Confirmation that application for Trust membership is open at all times
- However, those that joined the Trust after the 8th Dec 2018 and qualify for Legacy Membership, will be unable to vote in the upcoming Legacy Member vote due to commence 28th Jan 2019

Other Business

- Big Screen – MD confirmed advanced negotiations with a potential investor, however, it is unlikely that any change will be seen before the summer
- (MD) Purchase of a new commercial dishwasher is a high priority
- (TD) Tina apologised for December's minutes not being sent out. These will be made available online as soon as possible

Upcoming meeting dates

21 February 2019

14 March 2019

11 April 2019

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