

Supporters Trust Meeting

3rd April 2008

Bar BS3

Board Members Present: - Stuart Rogers, Miles Hendy, Mike Adams, Jon Darch, Nick Tomkins, Marie Day, Gavin Mapstone

Preston ticket sales

Stuart iterated his disappointment at the handling of Preston tickets. Miles was concerned that the same situation will happen with play-off tickets, whilst Jon said that City Foundation members had been promised secondary priority for tickets but this had been removed from the member benefits listed on the official site. He thought the club could show more respect for their customers and questioned the rationale of offering four tickets to season-ticket holders.

AP – Stuart to speak to CS/SL about the purchasing process for tickets for priority games.

Stadium Consultation

The club allowed the Trust access to the ground so that posters could be put up and collection boxes placed for fans to drop off responses. Also the stewards have been briefed. Overall a good job by the club. There weren't quite enough volunteers to cover all entrances but between eight and nine thousand flyers were handed out and over 500 replies received through SMS or return of the paper copies. The preferences for standing and for a rectangular stadium were higher for SMS replies than for paper copies hinting at younger fans holding different views.

The on-line survey has now been designed and the club will e-mail this out to all addresses on their database. In addition hard copies of the survey will be left in the Club Shop before the Wolves game. There was a discussion about which questions to include in the survey. Stu said he didn't want to be in the position of wishing we'd asked certain questions once the opportunity had passed to ask them. He said that efforts should be focussed on questions relating to the physical space rather than on things such as catering or entertainment that can be affected once the stadium is built.

Player of the Year

Mike has sold nearly £300 of tickets. Tickets will go on general sale from the 12th April. Someone will need to pass stock to the ticket office. An e-mail reminder will be sent to members along with a paypal link.

Nominations need to be collected from Trust members for player/young player of the year and also champagne moments.

The club have yet to publicise the event but an article is scheduled for the back page of the Evening Post on the supporter of the year award.

AP – SR to write article for the POTY programme.
MH – Co-ordinate production and sale of raffle tickets.

Membership

Mike said he didn't really understand the membership database and finds it difficult to work out when people have joined and who has paid. He asked if membership years could be fixed so that they follow the season and run from 1st September to 31st August.

Paypal and standing order members could remain as they are as payments are taken each month so there is no renewal. Mike said that by having a standard membership year issues such as reconciling membership, posting renewals and issuing cards will be much simpler.

Board Members

Gavin said that it was difficult to attract board members as people were scared of the commitment & workload. He suggested that one way to short-cut this might be to ask people to be co-opted onto the board for a trial period where vacancies existed. This would also mean that they would be able to make a more informed decision over whether they were comfortable with being on the board rather than not putting themselves forward in the first place.

Finances

Stuart said that Kev had passed his cash management files to Luke who had made amendments and returned the file to Kev. Something had then gone wrong as Kev said he had never received the files.

AOB

Miles said he had received a £30 penalty charge for parking on the corner of a road before a match. This despite him having parked there many times before. He questioned whether the police were deliberately targeting fans and the lack of consistency. He asked whether the Trust should take action over this but the consensus was that unless there were further similar instances brought forward no action would be taken at present.