

Manchester United Fans' Forum – Minutes
Friday 29th April 2022

Forum Members Present

Chas Banks	MUDSA Secretary
James Coatsworth	STH Rep.
Keith Coutts	Over 65 STH Rep.
Alan Harvey	STH Rep.
Deborah Henry	Women's Team Rep.
Janine Rose	Local Rep.
Fiona Lynch	UK Membership Rep.
John Massey	Executive Club Rep.
John-Paul Monck	Overseas Members Rep.
Demetris Nathanael	Overseas MUSC Rep.
Chris Rumfitt	MUST Rep.
Ian Stirling	Independent Supporter Liaison Rep.
Mick Thorne	MUSC Rep.

Club and Foundation Officials Present

Richard Arnold	Chief Executive Officer
Nick Cox	Head of Academy
Matt Johnson	Director of Operations – MU Foundation
Sam Kelleher	Head of Ticketing & Membership
Rick McGagh	Head of Fan Engagement
Claire Mulroy	Ticketing & Membership Services Manager
John Murtough	Football Director
Collette Roche	Chief Operating Officer
Andrew Ward	Director of Media Relations & Public Affairs

Topic	Speaker	Topic Notes
Introductions / Apologies	CR	Apologies: John Shiels, Jim Liggett, Anthony Sewart, Luca Black
Minutes of Last Meeting	CR	Approved.
Steve Gilholme TFGM	SG	<p>Highways</p> <ul style="list-style-type: none"> • Trafford Road: Now in the final phase of the scheme and on schedule to be complete by summer 2022. There are ongoing overnight closures for resurfacing, which should be complete 27th April. The highway capacity reduction will remain in place until works are complete so it is likely there will be disruption to travel for the final fixtures of the season and due to the season starting much earlier, may impact those fixtures in the opening weeks of the new season. • Mottram Moor: Gas main replacement works started at the beginning of April and will be in place till mid-August. Whilst it doesn't directly impact Old Trafford, as the scheme progresses supporters travelling from Tameside and Glossop will have journeys impacted. • A56 Temporary Cycle Lane: In 2020, through Government funding to support active travel, Trafford implemented a temporary cycle lane on the A56 – from White City Way to Edge Lane Stretford. There was a public consultation on the future of the temporary cycle lane, which asked for views on: <ul style="list-style-type: none"> - The creation of a permanent lane for buses and bicycles only, - The creation of a permanent lane for bicycles only, and - To remove the temporary cycle lane and revert to the pre-Covid 19 structure with all lanes open for motorists

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> • Trafford Council are working through all the responses and will share the results, likely sometime in May. • Metrolink: The Eccles Line work will be complete on 29th April. There are further planned engineering work on the Eccles line throughout summer, again, due to the season starting much earlier, this may impact some supporter travel plans. • Rail: There is ongoing Industrial Action on Transpennine Express, impacting services from Yorkshire and the North East. In addition, there is ongoing pay talks with other local rail operators, there could be further industrial action. • Events: The following events are scheduled for August and depending on the fixtures, may coincide with a United fixture. <ul style="list-style-type: none"> - 13th & 14th August: Caribbean Carnival, Alexandra Park. Number of road closures in place. - 25th – 29th August: Test Match at Emirates Old Trafford. If United have a fixture across the weekend then transport will be very busy. - 26th – 29th August: Pride. This will include the Pride Parade on 27th with a number of road closures in the city centre. • Illegal Parking: TfGM, GMP and Trafford Council have been discussing the issues of illegal parking, which is having an impact on traffic flows during egress and delaying people getting away from the stadium. We are looking at what action to take in the short and long term, including introduction of more parking restrictions.
Richard Arnold	RA	<ul style="list-style-type: none"> • Thanks everyone for coming this afternoon. We really do appreciate the contribution you all make on behalf of fans and the effort you put in to keeping this Forum so active and relevant. • I don't intend to make lengthy remarks because we have a packed agenda to get through, and I do want us to keep time. • However, suffice to say, we are not happy with where we are in terms of performance on the pitch. • We understand fans are frustrated and want to see change and improvement. I can assure you that we share that frustration very intensely within the club. • But we also feel confidence that change is coming because of the action being taken to drive long-term success. • The appointment of Erik ten Hag was the most visible example of that action, and the most important. We're pleased to have got that done early and we can't wait for Erik to get started. • Success won't be achieved overnight but we are determined to get there, and we will be relentless in our efforts to achieve it. • The support of fans will be crucial, and we accept that we have further work to do to strengthen that relationship, aided by the work of this Forum.
John Murtough	JM	<p>Manager appointment part of wider positive change</p> <ul style="list-style-type: none"> • Early managerial appointment provides clarity and confidence for next season and beyond • Significant improvement needed after very disappointing season; MU standards & expectations not met • Fresh start under ETH as soon as season ends

Topic	Speaker	Topic Notes
		<p>ETH unanimous choice after rigorous process</p> <ul style="list-style-type: none"> All agreed ETH the best candidate from a strong field; the one most closely aligned with MU identity and aims: Proven winner Attractive, attacking style of play Commitment to youth Improves players and develops teams <p>Most impressive candidate during the interviews</p> <ul style="list-style-type: none"> Set out clear vision for long-term success Showed passion, energy and enthusiasm for the challenge <p>Experienced but still on an upward career curve</p> <ul style="list-style-type: none"> Over 40 UCL games (inc SF); big club experience at Bayern Took Ajax to first semi-finals in 12 years <p>Long-term vision to build a successful, exciting team capable of competing for titles</p> <ul style="list-style-type: none"> ETH will aim to maximise potential of existing players in near-term while building towards long-term success Squad strengthening & renewal this summer ETH will be a key voice in this process, together with recruitment department to identify and secure targets There remains huge potential in existing squad, and strong Academy talent coming through <p>Football structure & support functions</p> <ul style="list-style-type: none"> Ongoing changes in scouting & recruitment 'Hidden' changes to support functions (eg upgraded first team nutrition) reflects wider transformation in culture & performance <p>Football infrastructure</p> <ul style="list-style-type: none"> Master Planners (KSS) appointed for major redevelopment to ensure training facilities remain world-class Interim upgrades under way at Carrington in advance of long-term redevelopment, involving significant investment
Nick Cox	NC	<p>Academy thriving</p> <ul style="list-style-type: none"> A lot of work and investment has been put into strengthening the Academy over recent years and we feel the fruits of that are now showing through. <p>Players reaching first team</p> <ul style="list-style-type: none"> We have had the highest percentage of game time for homegrown players in the Premier League since the start of 20/21 (27.6%). 4 debuts (Heaton, Iqbal, Savage and Garnacho) this season Elanga established himself as a regular starter Most productive Academy in England – our aim is to preserve and strengthen that status <p>Youth Cup run</p> <ul style="list-style-type: none"> It's been a fantastic journey and a great development opportunity. The players have learnt so much that will benefit them for their careers regardless of what

Topic	Speaker	Topic Notes
		<p>happens in the final.</p> <ul style="list-style-type: none"> The group represents Manchester United with a core of local players from the north-west of England, supplemented by the best in England and then some cherry-picked from European clubs at 16 – all trained and coached to thrive together. We're proud of the way we integrate such a diverse international group into the cohesive group, with fantastic team spirit which anyone who has been to a Youth Cup game this season will have witnessed. <p>Innovative environment</p> <ul style="list-style-type: none"> We are always open to new ideas and approaches to strengthen the Academy and its culture, enrich the experience of the young people within it, and provide a holistic development programme Pro experience loans (like work experience for Academy players) Paul McShane role Friends of the Academy Mental Health Awareness Month Games programme <p>Strengthening our staff</p> <ul style="list-style-type: none"> Recruitment of top-class people is integral to maintaining a strong Academy We've improved our sports science and operations departments, and hired excellent coaches at age groups fans wouldn't necessarily know about. <p>Close links with first team</p> <ul style="list-style-type: none"> Few clubs have as strong a link between the Academy and the first team as Manchester United. Great that we've recruited a new manager in Erik ten Hag who has a proven commitment to developing young players, and comes from a club which has a very similar emphasis on youth. Everyone in the Academy is looking forward to working with him. <p>Positive outlook</p> <ul style="list-style-type: none"> We're in a great place having made fantastic strides over the last few years, but there is always further improvement which can be made. We remain the world leading youth development environment and the Academy of opportunity. We enrich the lives of our boys and strive to continue the long tradition of developing Manchester United people who can form the core of a winning first team.
<p>Main Forum Introduction</p>	<p>CR</p>	<ul style="list-style-type: none"> Thanks for that update, John and Nick. You've heard there about all the work going on to get things right on the pitch, and the same is true off it. There's lots of activity under way to strengthen our engagement with fans, improve the fan experience, and upgrade our facilities. You heard about many of these things in the video which we played earlier so let me just give you an update on the most important aspects: <p>Fans' Advisory Board</p> <ul style="list-style-type: none"> As you know, the FAB is now up and running and held its second quarterly meeting this week.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> • It was another constructive discussion across a range of issues, including stadium redevelopment, which I'll talk more about in a moment. • I think we're already starting to see how the FAB and this Forum can complement each other, and we're committed to keeping you updated on the FAB's work as it evolves. <p>Old Trafford Masterplan</p> <ul style="list-style-type: none"> • As you know we have appointed Master Planners for the redevelopment of Old Trafford. • We believe we've got the best in the business in Legends and Populus. Between them, they've worked on many of the most prominent stadium projects across Europe in recent years, including redevelopments of the Bernabeu, the Nou Camp and Anfield. • The focus of phase 1 will be on establishing a high-level design and business case and will take approximately 4-5 months. • Our current focus is on developing our existing stadium into a world-class facility – ensuring it meets the needs of our fans and players whilst retaining the history and legacy which makes it so special and unique. • Fans' input is critical, and we will be engaging this Forum throughout the process. <p>Fans' Share Scheme</p> <ul style="list-style-type: none"> • Regarding the Fans' Share Scheme, there is no new progress to report at this stage; but it does remain the club's desire to create a scheme. • This is a challenging process which has taken longer than we had hoped due to the need for any scheme to be compliant with complex regulations in multiple international markets, and to fit within the club's existing legal structures. • We are still engaged in discussions with MUST with a view to reaching agreement on how best to proceed, and we will keep you updated. <p>Upcoming games</p> <ul style="list-style-type: none"> • As you know, it's our last Premier League home game of the season on Monday, but we have two more important games to look forward to at Old Trafford before the summer. • On Wednesday 11 May, our Under 18s are competing in the FA Youth Cup Final against Nottingham Forest. • It's the first time since 2011 that we've reached the Final and we know what an important role this competition has played in the club's history -- so it will be a special night. • We have already beaten the previous competition record of 38k ticket sales but want the crowd to be as high as possible, so make sure you bring all your friends and family. • The same is true for our Legends of the North game on 21 May between United and Liverpool Legends. • After that it's the Women's Euros and then straight into preparations for the new season.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> • So, lots to look forward to, and I'm going to hand over now to Sam to discuss ticketing.
Ticketing Update	SK	<p>Cup Match Tickets</p> <ul style="list-style-type: none"> • As you know, our policy around cup games has been discussed in this meeting in the past, and I mentioned in February that we had been asked in our first Fans' Advisory Board meeting, to review options, to provide more flexibility for fans. • Since then, we have been working with a subgroup containing reps from this forum to explore options and believe we have a proposal that would provide a significant improvement for fans: <ul style="list-style-type: none"> - With immediate effect, we enable fans to opt-out of each individual cup competition, on a seasonal basis. - If a supporter opts-out, and then wishes to attend a cup match in the competition they have opted out of, they will be able to purchase or apply for tickets with the same priority as an Official Member. - If a supporter opts-in, and then cannot attend a game, they will not be able to opt-out, but will be able to forward their ticket to an Official Member or donate it to the Foundation (with no impact on e.g., away games). - As previously communicated, we are also continuing to roll-out the buy-back scheme next season, and this may be available for some cup matches – i.e., when we have demand to resell seats. However, to flag, returning a ticket would make someone ineligible to apply for away games. • Hopefully you have had chance to review the proposal, so we're keen to hear any feedback and if there are no objections, we can look to communicate this change over the next couple of weeks. <p>Other Topics</p> <ul style="list-style-type: none"> • Given the busy agenda today, all other topics were emailed in advance, did anyone have any questions or feedback on those items? <p>Season Ticket Renewals</p> <ul style="list-style-type: none"> • The Season Ticket renewal period is well underway now, with just three weeks until our deadline of 6pm Friday 20th May. • We are pleased to confirm that the COVID Secure Sterile Area has been significantly reduced since the Norwich game, with only 33 of the original 500 seats remaining affected. • Supporters who were not relocated for Norwich will now be given the option to move back to their original seat for 2022/23. • The remaining 33 supporters impacted by the reduced Sterile Area will be communicated with as soon as there is further clarity. • Following the last Forum, we reached out to all supporters who took a 1-year break, and established if they still wanted to renew, all of those who advised they did, have now received a dedicated window to select new seats. • Once the Season Ticket renewal period is complete, as communicated in renewal notifications, some slight seat movements may take place. This will only be the case if there are a number of single seats within the seating area. Having lots of single seats around the stadium makes it difficult for supporters looking for Season Tickets or match tickets, as understandably we all want to if possible sit next to the person we are attending with.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> • We understand that supporters make connections with those around them, and any movement would be slight and within the same area. If there was the opportunity to make any changes which involved a larger number of rows or seats, we would contact supporters directly to discuss this. It is important that our seating options for fans includes some groups of seats, to allow families, groups and young fans in particular to attend and feel safe and secure at Old Trafford. <p>Concessionary Ticket Policy</p> <ul style="list-style-type: none"> • As we received a number of questions relating to this, I would like to reiterate as was mentioned in the last meeting regarding concessionary Season Ticket usage next season: <ul style="list-style-type: none"> - Our concessionary price provides a large discount for supporters. Whilst we have committed to continue to offer this, as of next season, we will be requiring the registered holder to attend the majority of games and be the primary user of the ticket to retain this discount going forward. - Therefore, if a concessionary holder does not personally attend 10 of the 19 games and are no longer the primary user of the ticket, they will not retain their discount when they renew for 2023/24. - We can use turnstile data to ascertain whether a ticket was scanned, and if it had been forwarded or cancelled, to keep track of how many times the Season Ticket was scanned by the individual vs. another supporter – no additional ID will be required. - We understand that there are unique circumstances and will write to supporters after every game missed and any supporters in unique circumstances will be offered the opportunity to appeal. • It is important to also clarify that if a concessionary ticket holder's ticket is used for a minimum of 10 games but not by them personally, they will be offered a renewal for 2023/24, they will just not retain the associated discount as they are not the primary user of the ticket. <p>Away Games</p> <ul style="list-style-type: none"> • Ahead of this meeting we received a number of requests to change processes, as well as complaints about success rates in away game ballots. It is clear from complaints received in earlier meetings, increased behavioural issues at away games and the below statistics, that there are still large numbers of people applying for games, when they do not intend to attend the match personally. • If people only applied for tickets for the matches they intended to travel to, success rates would increase. This would then reduce complaints about success rates, and the desire to make changes to the existing processes. • As was advised at the last Fans' Forum meeting, we have committed to continuing our work on understanding who is attending away games, and using what tickets, before we look at reviewing the allocation and ballot processes. Subsequently we re-commenced away game ticket checks at the Everton and Arsenal games, which have started exclusively on those in the Loyalty Pot: <ul style="list-style-type: none"> - - Prior to these games, not a single supporter in the Loyalty Pot had forwarded their ticket for any match this season. - The Loyalty Pot currently stands at 521, 41 supporters have dropped out during the course of this season. - These 521 supporters have been asked to collect their ticket, from the away stadium at either the Everton, Arsenal or Brighton fixtures. - For Everton 258 people were asked to collect their ticket. 44 of these (17%) forwarded (vs. 0 tickets being forwarded for any other match all season) and 13 (5%) did not collect. - For Arsenal 300 people were asked to collect their ticket. 56 of these (19%) forwarded and 28 (10%) did not collect.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> Whilst we know that the majority of the Loyalty Pot continue to apply for, and attend games, it is clear that validations need to continue with 25% of fans not attending the two matches. Checks will start at the beginning of the 2022/23 season with this group, before moving to Executive Club Members and the Standard Pot throughout the remainder of the season. With this in mind, and prior to extending checks to the standard pot next season, it is clear there is still much more work required to understand who is actually attending games, before we can consider any changes to the methodology applied to ballots. It is also important to recognise that the range of suggestions we receive from supporters is incredibly varied (as demonstrated in the questions submitted for this meeting). Factoring in the wants and needs of our supporters is important to us and at such time that any review takes place, we will ensure that our supporters' views are considered. However, it will not be possible to ever introduce a new process that will suit every different type of supporter. <p>Home Games</p> <ul style="list-style-type: none"> In regard to home game tickets, we have again received feedback from some Official Members about the difficulty in obtaining match tickets and wanted to clarify the process and time frames. The initial and largest match ticket release of the season takes place in the summer once the fixture list has been confirmed. At this time, we release as many tickets as possible for sale to Official Members to purchase on a first-come, first-served basis. The only exceptions are the Chelsea, Liverpool and Man City games, which are balloted due to increased demand. This process has been in place for almost a decade and is communicated widely. We anticipate that this years 'all games' release will take place on either 16th or 17th June. Currently, further tickets are then released for sale as and when they are made available from various holds e.g., away fans, Supporters Clubs, our Official Travel Partner, The Red Army etc. We request confirmation from all allocation holders as early as possible to enable us to put tickets on sale to Official Members, but it is often the case that tickets are returned with short notice and therefore put on sale in small / irregular batches. Depending on the number of tickets available, we will either communicate availability in a Ticket Alert email, directly to those who have registered their interest or not at all (as I have explained in previous forums). For context, for the average game if we release 300 tickets for sale, they will be immediately added to baskets online and all sold within 2 minutes, without any communications. We therefore do not send anything when the volume is relatively small as the speed in which tickets are sold results in fans logging into the website only to see the game is sold out, which leads to frustration, disappointment, and complaints. Having said that, with the implementation of the buy back scheme, we hope to be able to more accurately forecast ticket releases next season and would therefore propose. 1) the initial ticket release takes place as planned on 16th June, 2) we then conduct a further release of tickets 8 weeks prior to each match and 3) as other adhoc releases are made available, we continue to make these available in line with this season. This approach will provide Official Members with a guaranteed on-sale date for each match next season. <p>MUSC & Official Member Ticket Allocations</p> <ul style="list-style-type: none"> As discussed in the February Forum, we commenced a working group to look at ticket allocations for MUSCs and Official Members, for future seasons.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> Conversations have paused as the group wanted to also be able to analyse data for a full season once international COVID restrictions had been eased. We therefore do not propose to make any changes to the MUSC ticket allocation process for 2022/23 other than to limit Official Members to purchase from either the MUSC allocation or the club Official Member allocation and not both. We plan to reconvene early next season and will provide any further updates to this Forum.
<p>MU Foundation Update</p>	<p>MJ</p>	<ul style="list-style-type: none"> Since becoming fully operational following the pandemic, it's been an extremely busy few months for the Foundation. It's terrific to be active again and to have been able to host exciting activations promoting female empowerment, healthy eating and positive wellbeing, providing some incredible enrichment opportunities for our young people. <p>Girls Development</p> <ul style="list-style-type: none"> In March we saw a month of world class engagement and delivery in the Girl's Development space as part of International Women's Day and the Club's Change The Game campaign. On the 8th March (International Women's Day itself), we invited 120 girls from our partner high schools to take part in a unique careers event with 14 inspirational women from Club and other industries. The girls all had the opportunity to meet and gain insight into a wide range of careers and without any doubt were inspired by the female role models who supported this event on behalf of the Foundation. A Foundation presence was also felt in two memorable days for our women's team; 14 Regional Talent Club graduates appeared in the U21's fantastic WSL Academy Cup final win, and a further three graced the turf at Old Trafford in the first team's game against Everton. Potential stars of the future were also present that day, as eight of our current RTC girls served as ball assistants at the game. <p>Mental Health Awareness</p> <ul style="list-style-type: none"> Our work promoting positive wellbeing has also continued, as we linked-up with the club's Academy. As part of their month-long awareness piece on mental health, a number of scholars visited two of our schools – Dixons Brooklands Academy in Wythenshawe and Broadoak in Partington – where they coached a football session with our young people before taking part in a Q&A. The mental health of our young people has never been more important with us living in an ever more challenging world. To give our pupils the opportunity to interact with some potential stars of the future - boys working in a particularly pressurised environment given their age - is invaluable. The feedback that I have received has been positive, with the children taking away helpful methods to deal with the stresses of modern life. <p>Healthy Eating</p> <ul style="list-style-type: none"> Another exciting joint activation came when we invited partner-school pupils to Old Trafford to attend a healthy-eating session with the club's executive chef, Chef Tagg. The class of Year 6 children from St Philip's CE Primary School, Hulme, took part in an interactive healthy eating workshop where they were tasked with making their own healthy lunch. The children also got to learn about the diets of our players, inspiring them to make healthier food choices at school and at home.

Topic	Speaker	Topic Notes
		<p>15-year Anniversary</p> <ul style="list-style-type: none"> • March also marked our 15th anniversary. We acknowledged the occasion with celebratory content across club and Foundation media platforms, which culminated in the full 90 minutes of the 2007 match between Manchester United vs Europe XI – the first Foundation fundraising event – being shown on MUTV. • Messages of support from former and current players were also published, including one from Cristiano the day after his fantastic hat-trick against Spurs, and our participant Mfoniso featured as the fan on the famous United Review handshake. • Fifteen years has gone very quickly and I'm very proud of what we've been a part of. I'm delighted to see more fans getting involved with the work we do and grateful that we still have the support of the fanbase and the trust of our partners. Most importantly, though, I'm grateful that we can get up every day and know that we can change someone's life for the better. <p>Legends</p> <ul style="list-style-type: none"> • And finally, I'd like to reference our forthcoming Legends match against Liverpool at Old Trafford on Saturday 21st May. Ticket sales have been positive so far after we announced some very big names including Patrice Evra, Diego Forlan and players from the Class of '92. • These matches really are the lifeblood of the Foundation and it was thanks to our Treble Reunion match in 2019 that we were able to work so actively in the community during the pandemic, so please do come along if you can as it looks set to be a fantastic day.
<p>MUDSA Update</p>	<p>CBa</p>	<p>Mudsa Events</p> <ul style="list-style-type: none"> • Due to the rising levels of Covid infections a couple of weeks ago, we decided against going ahead with the Annual bowling event. Mainly because so many of our members are vulnerable. • In better news though, the MUDSA dinner is definitely going ahead around the end of October, or beginning of November, depending on the fixture list. Mr Darren fletcher has very kindly offered to be out guest speaker. <p>The Foundation</p> <ul style="list-style-type: none"> • Our work with the Foundation continues, with the "Ability Counts" programme going from strength to strength. • You may remember this programme focusses on "mixed ability football". This features disabled kids and non disabled playing games together, as part of one team. It's a brilliant concept and allows siblings to play together. • Nathaniel Yates, MUDSA's youth ambassador, continues to make regular visits to various Foundation projects, increasing the visibility of MUDSA. <p>The MUDSA Cup</p> <ul style="list-style-type: none"> • We have booked Carrington for Saturday 18th June 12.00 pm – 4.00 pm for the MUDSA Cup. We will look to set up from 10.00 am and believe the presentation will be at 3.00 pm – 3.30 pm. • We hope to have 12-16 teams in attendance on the day from clubs from across the country. The last winners drove all the way up from Southampton, so it really is nationwide.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> • This cup is a national PAN disability U16s football tournament organised by Manchester United Foundation. Clubs from across the country are able to access MUFC facilities and participate in this annual event. • The tournament is funded by MUDSA and forms part of the partnership with Manchester United Foundation that has seen over 100 disabled participants access free weekly football sessions in the first half of the season already. • As well as the football, families are able to access various workshops on health and wellbeing, equality and weekly support on how to have a positive mental health from Manchester Mind <p>Premier League Disability Advisory Group</p> <ul style="list-style-type: none"> • The group met on Wednesday 20th April and were kindly hosted by West Ham FC. • Safe standing (Rail seating) and it's impact on Disabled supporters was one of the main agenda items. Martyn Henderson from the SGSA gave a short talk on the role of the SGSA and how it operates regarding safe standing being rolled out across all of the PL. It is also expected to be included in the updated Guide to grounds due to be published soon. • Sightlines were the main issue discussed, with many of the DSAs reporting issues with people standing in Aisles, standing on the seats and even standing on the rails themselves. • It seems to be the case that for some fans, it's not enough that they are able to stand to watch the match, they have a desperate need to be seen too. How this behaviour is stewarded is an issue that no one has yet found an answer for and work still needs to be done here.

Members' Questions

We received 21 questions which have been answered, or we have referenced that we cannot answer, within the updates so far. These will not be read / answered individually now but will be published in the minutes.

1. We have held season tickets in the lower south stand since 1986. At the beginning of this season, we were moved to the north west quadrant, having to trawl up far too many flights of stairs (for senior's). We have just been informed that our seats are now being taken from us for next season. Why are there now so many staff members using supporter's seats. What is the need of so many people? The 'Bench' is also full, with substitutes sitting together, so the 'Sterile Area' is not really for isolation reasons. We feel that we are being discriminated against and the club intends to move us up to the highest part of the stadium in an attempt to force us to give up our seats, so they can claw back full ticket prices.
2. I'm writing on behalf of myself and other Season Ticket holders who normally sit near the home dugout in the South Stand but who, as a result of the sterile zone restrictions this season, have been relocated to seats in the Executive area in the NW quadrant. We were recently informed by the club that, as it stands, the sterile zone will remain in place again for next season and we must now choose another seat elsewhere in the stadium i.e., we cannot remain in the current seats and must choose another seat on the 4th of March. Some of us have been sitting together for decades now and, as a result of the move to the executive zone, we already have been split up into two groups at opposite sides of the quadrant which has been difficult enough. But now to be told we must move seats again next season and potentially be split up further seems completely mercenary and uncaring on the part of the club.

Topic	Speaker	Topic Notes
3.		<p>On the 4th of March we have been told we must log-in to the system and choose a seat based on what is available elsewhere in the stadium at that time. To add insult to injury, we must also pay for our seats on the 4th of March to secure them rather than pay in May like everybody else and if we can only find seats close together in a more expensive area, we will have to pay the higher price for our tickets. Furthermore, if we try to book seats individually it's going to be a 'free for all' on the 4th March and it will be very difficult for us to organise booking seats as close together as possible e.g. I could book a seat thinking that there are seats close by for my friends but then somebody else books them first and I end up on my own in a completely different area.</p>
4.		<p>We have already complained to the club directly to express our concerns, but they have not been very helpful and are more or less just saying 'that's just the way it is'. We appreciate that the covid situation is outside the club's control and they must comply with any PL requirements but given the inconvenience this is causing fans, we had hoped for a bit more help and support from the club to minimise the upheaval and disruption. All we are asking for is:</p> <ol style="list-style-type: none"> The club to re-consider the continued need for a sterile zone at the side of the home dugout given the current covid situation and relaxation of restrictions. It's in an outdoor space and we are physically separated by the stairways on either side of the dugout wall so the covid risk must be negligible. If the sterile zone restrictions cannot be lifted by the end of this season then review the situation again just before the start of next season and make every attempt to allow us to move back to our original seats. Until we know whether we can return to our original seats next season, we would like the club to manually find us seats as close together as possible elsewhere in the stadium but give us the option of remaining in the current seats we've been given if they can't find anything more suitable. Regardless of whether we remain in the Executive seats or move elsewhere, agree not to charge us any more for our season tickets. Allow us to pay for our tickets by 20th May like all other fans. We don't think these requests are unreasonable, it's not as though they are having to relocate half of the stadium. In our particular case, it's just 7 of us who would like to remain sitting close together and we had hoped the club would be more helpful and proactive in minimising the disruption it's causing fans who have been loyal to the club for many, many years.
5.		<p>There is much disquiet among season ticket holders (over 65s and many others) over a so called 'sterile area' (e.g., block 125) and the need for relocation of many of the seats in the vicinity of the 'dug outs' as a result. Many of these are fans who have supported the team for over 50 years and hold platinum seats. Strong groups of friends sit together. The club relies on Covid regulations to support relocation, but this is contrary to Government regulations. Loyal fan groups will be broken up. No consideration has been given to the fans affected. There is no social distancing amongst other fans. Are the club trying to exclude the pensioners? Why can we not occupy our platinum seats etc? Any relocation seems arbitrary and against the fans wishes.</p>
6.		<p>COVID is still very much with us and the over 65's are the most likely to be hospitalised with severe breathing problems. This can lead to long hospital stays and even longer recuperation periods. There will of course be other reasons that supporters will be ill and unable to attend. I would like clarification, bearing in mind the concessionary season ticket must be used for a minimum number of games in order to retain the concession during the next season, as to whether the club will apply this ruling where a season ticket holder becomes seriously ill.</p>
7.		<p>I'm contacting you with regards to the email that was sent from the club, outlining changes in the terms and conditions for Season Ticket holders starting 2022/23 season.</p> <ol style="list-style-type: none"> First of all, I am utterly disgusted that the email states that, "If you do not want to renew your Season Ticket for 2022/23 please cancel your ticket online by 8am Monday 28th February". Surely these are bullying tactics, as it is completely unfair to ask you to make a decision now, for next season! If I don't get in touch by this "deadline", does this mean I may lose my ticket?! Also, I am required to attend at least 10 out of 19 games next season! Surely, if I have paid for my Season Ticket, I should be able to decide which games I attend. What if I become hospitalised and am unable to attend. Who can predict what the future holds? It seems that United can!! My other concern regards the changes to concessionary ticket holders. It states that they "are required to personally attend 10 out of the 19 Premier League games to continue receiving any relevant discount". How is the club going to enforce this? Will they need to show ID? They have already had to adapt to the new digital ticketing system. Those poor lifelong supporters surely deserve some respect from the club! We have all experienced a distressing last couple of years with COVID and it seems the club have adapted, I say it again, bullying tactics, putting pressure on supporters to not only purchase tickets but to have to attend so many games as well! How can this be legal? We will all be paying financially for the pandemic for many years to come. As a business Manchester United has lost money like everyone else but that is no excuse to treat the fans in this way.
8.		<p>United are imposing new conditions on concession tickets if the person cannot attend 10 games personally a season. Threatening to remove the discount the next season. There will be an increase in night matches next season after the winter break. Whilst my dad is likely to meet the 10 games requirement he doesn't go to night matches anymore. Its seems wholly unfair that if he were to be unwell and unable to go that he'd lose his discount after being a season ticket holder for over 40 years.</p> <ol style="list-style-type: none"> What is the forum doing to support over 65s affected by this? It feels the club is moving towards package deals and aren't interested in fans who have been attending for years.
9.		<p>I am a season ticket holder at United and have recently received an email from the club regarding the renewal of tickets for the season 2022/23. I wish to register my strong objection to some of the proposals contained in that email.</p> <ol style="list-style-type: none"> There is reference to an obligation to use the season ticket for at least 10 out of 19 Premier League games. Whilst I understand that the club want to ensure that as many seats as possible are filled for each game, this condition is wrong and unfair in my view. A fan would not spend money on renewing his or her season ticket without an intention to use it as often as possible. However, there are many reasons why a fan might choose not to attend a certain game. In particular, we live in a time when Coronavirus remains a significant problem and many people are dying every day. It is impossible to predict what the position will be in August 2022 when the new season begins. It should be left to individual season ticket holders to make a decision about attendance at each game based on his or her view of the risks involved. In my view, a season ticket holder should not be obliged to make a decision in advance of a particular game to either forward the ticket to another fan or donate it to the Manchester United Foundation so as to increase the tally of games for which the ticket has been used. The email from United indicates that if a season ticket is not used for at least ten Premier League games, then the fan will not be offered the ticket for the season 2023/24. In my view, this is a draconian measure which cannot be justified. 2. Proposals for holders of concessionary season tickets. I find it astonishing that in addition to the above proposals affecting all season ticket holders, those who hold concessionary tickets will also be obliged to attend in person at least ten Premier League games, otherwise their concessionary discount will be lost. I hold an over-65 ticket and see this issue particularly from the point of view of an older person. It is clear that older people are more at risk from Coronavirus. More generally, they are more prone to suffering from ill-health. Since 2014, I have had to miss a number of games due to ankle and knee surgery. It cannot be right that the condition of personal attendance at a minimum number of games should apply to concessionary season ticket holders. Moreover, it appears that such a condition would be unlawful in terms of contravening The Equality Act 2010 which prohibits discrimination based on age.
10.		<p>Some season ticket holders possibly being obliged to change seats.</p> <ol style="list-style-type: none"> It is indicated in the email from United that if single seats remain in your area, slight seat movements may apply to you and your booking group following the renewal deadline. The reason for this is not stated but, presumably, relates to accommodating new season ticket holders or those returning from a year's break from having a season ticket. In my view, it cannot be right that existing season ticket holders should be obliged to move seats even if the distance is small. Many season ticket holders have sat in the

Topic	Speaker	Topic Notes
		<p>same seat over many years and have formed close bonds with those around them. In my case, I have sat in the same position on the front row of the North Stand for 22 years. I love the close proximity to the pitch and value the friendship of those around me. Existing season ticket holders have shown loyalty to the club and their needs should take precedence over those of new or returning season ticket holders.</p> <p>b. I would urge Manchester United to reconsider their position in relation to the points outlined above. I look forward to hearing from you.</p> <p>11. Did the forum agree with the new guidelines for next season? Re: over 65s must personally attend a minimum of 10 games to retain their ticket.</p> <p>12. Before Covid, for a number of seasons, I averaged 5 away tickets. Since Covid not one away ticket. (11 out of 15 euro points).</p> <p>13. When will the work on understanding who is actually attending away games, on the tickets which are allocated, before we look at reviewing the allocation and ballot processes be completed? Can we have a date or target? It seems to be the go-to answer to all questions related to considering fan's requests for a fairer ticket system for away game allocation system. Such as gold, silver and platinum loyalty being a good starting point as opposed to the random ballot.</p> <p>14. Selling away tickets on the website penalises people who are at work and can't access their phones. Also creates a culture of people refreshing their phones every 30 seconds for hours on end. Plus, there is a network which publicises the tickets being available. This always happens during working hours. Totally unfair to people in manual, driving jobs. Most people can accept an incoming call but can't spend time on a phone scrolling the website.</p> <p>15. Going forward, do we think we could look into a new system or something to do with credit for away games? Not just for European away games. Due to some just applying for games like City, Liverpool, Everton away for example.</p> <p>16. Adjust the away ticket system so that it's more fair to all season ticket holders. E.g. Season ticket holders 1-3 years can have (0-5%) of the ballot applications, 4-7 years 20%, 8-10 years 25%, 11 Years 50% (Allocations are estimated figures). This will reduce touting (not stop) as it's unlikely a tout will have access to a season ticket for 5- 10 years without being checked thoroughly. It also rewards supporters who have been going/more loyal. I think us fans should be rewarded for attending games such as Rochdale at home in the 3rd round of the cup, especially when prices for adults are £35-60 for such games. Maybe introduce a system where your chances of success rate for away games/home games are higher if you attend those games. I cannot see why a supporter who purchased and attended all home cup games, prior to Atletico Madrid at home, has the same chance in the ballot for that game (Atletico at home) than a supporter who may have just applied for Atletico at home for his/her first ever match.</p> <p>17. Why does the club not advertise exactly when tickets go on sale to members?</p> <p>a. I can't think of any other example of a business charging a membership fee for the right to do something and then not telling members the parameters when that right can be taken. If I were a member of a gym for example and the gym refused to tell me their opening hours, just left me to keep checking to see if they're open, I would not be a member for long.</p> <p>b. I've paid £60 for memberships this season and I have not once been able to catch the website at the right time for tickets to be available. This is despite entering details in the 'notify me when available' section multiple times - I have never been notified.</p> <p>c. I understand demand outstrips supply and I understand that membership has no guarantee of tickets. But surely it should, at the very least, guarantee that I am informed as to when tickets will be available for me to, at the very least, try to buy them.</p> <p>d. Surely it doesn't take much to write 'tickets will be available to members from 9am on Tuesday 1st March on a first come first serve basis' or such the like. At least if people know they can at least try?</p> <p>e. I feel this year, my membership fee has been a total waste - it doesn't make sense to me that ticket sales aren't advertised or that methods of alerting aren't utilised to make people aware.</p> <p>f. It's much easier to accept missing out on a ballot or in an online queue than it is to accept missing out just because you didn't happen to log on in the random window that was there.</p> <p>18. Myself and my father have been members for over 20 years, over recent seasons we have found it nearly impossible to get tickets. A couple of the responses from the club have been to try hospitality tickets or look out for returns the week before the game! I assume both suggestions in attempt to humour me and make me angry at the same time. The club sells them all at the start of the season, so if you aren't able to wait in a queue on that day then you have little chance, in reality, of getting any tickets for the rest of the season. We applied for Atletico Madrid tickets and of course were unsuccessful. I just find this sad and unacceptable. They could put us on a waiting list for when season ticket holders don't turn up at the very least.</p> <p>19. According to the statistics, fans should have a 1 in 3 chance of being successful in the ballots, in reality it is less than that. Can it be explained to us how many of the tickets go to players, staff, and any other agreements you have with perhaps fans' associations etc. This is the single most discussed topic after the performance on the field.</p> <p>20. I'd like to query why the club doesn't offer the option to sell back tickets for games that you cannot attend? I have friends that have season tickets at a number of other premier league games, who all offer this option. I've struggled this season when I couldn't go to sort someone to go in my place e.g., COVID concerns of my usual contacts.</p> <p>21. Addressed to Richard Arnold during the meeting: Richard, do you and the club appreciate just how bad the feeling has got between fans and the club / owners at the moment? We have witnessed protests at our last three home games and these are expected to continue to next season. What are your thoughts on this and is the club taking this seriously?</p>
SK		<p>Like many thousands, COVID has hit not just me but other fans too financially. I lost my job and home. Luckily, I found another job and home quite quickly. Unfortunately, V12 doesn't recognise this and I've now been refused credit because I haven't been in my job or new home long enough. Last year the club helped us out due to COVID, now it seems like they have thrown us under the bus. With household bills and fuel rising, I've now got to find 703 pounds in 3 months. Surly the club could accept half in May and the rest 3 months later, as the season doesn't start till August. Or set up a direct debit plan to help, not just me, but others I've spoken too who have also been refused. 40 odd years I've been travelling up from Norfolk, only to feel unwanted by a club that seems we mean nothing. Other clubs pay a DD each month, why can't UTD? It looks like I, like many others, will be losing their season ticket, surely, they could help again?</p> <ul style="list-style-type: none"> The club operated instalment plan was introduced during the height of the pandemic, and we communicated at the time that this would be a single season initiative, providing over a year's notice that this scheme wouldn't be available for the 2022/23 season. With that said, we will always look into individual circumstances and will look to liaise directly with this supporter.

Topic	Speaker	Topic Notes
SK		<p>The old family stand seemed to have taken into account all matters relating to what a family stand should encompass. My problem with the current family stand is that it is too far up for the kids and the older citizens. There are no lift facilities to help older people get up the stairs; I've seen numerous older citizens struggling to climb the stairs with a few finding it so difficult that it is limiting the numbers of games that they are able to attend. I believe that the family stand should be on the lower tier of any stand and should have lift access.</p> <ul style="list-style-type: none"> • The new location of the Family Stand has been very well received by supporters this season, including our previous Family Stand Fans' Forum representative and there are no current plans to relocate the Family Stand again from its current location. • There is lift access to all areas of the stadium if required, and the supporter who requires it just needs to notify a steward at the turnstile, where they will be accompanied to the lift. Due to limited lift capacity, only supporters with mobility issues can access the lifts. • As we progress the stadium redevelopment project, we will work with this group to identify the most appropriate seating locations and access routes for all supporters.
SK		<p>I think we should have a better system to be a season ticket holder as I'm trying to buy my first one and find it quite hard to even register for one in the TRA section (as I love being a voice for United) and I think we should follow teams like Newcastle United in a points system for away days, so the more home games you go to the more points you get to put towards an away day. I think it's fair and people who don't hold a season ticket can still pay for the ticket in whole but get to enter the ballot.</p> <ul style="list-style-type: none"> • There is a communicated process for being in the best position to purchase a Season Ticket. First we advise supporters to join the Season Ticket Waiting List at manutd.com/seasontickets. • Priority then goes to Premium Official Members who have paid a deposit, followed by other Official Members who have paid a deposit, followed by Premium Official Members who have not paid a deposit then other Official Members. • Anyone who is on the Waiting List but is not an Official Member is unlikely to be offered a Season Ticket. • It is not possible to apply through the club for a Season Ticket in the TRA section. The TRA ask us to move supporters match by match into their area. My advice to this supporter would be to obtain a Season Ticket, and then make contact with The Red Army directly.
SK		<p>Can you please let me and many other fans know what is being done to challenge ticket touting? There are numerous reports been made, yet touts are prevalent all-over social media particularly after a ballot when they are most likely to sell tickets for 3/4 times face value.</p> <ul style="list-style-type: none"> • An update on ticket touting was provided in the last forum meeting, and some examples of measures been taken were outlined in my update earlier, but we would like to reassure fans that we take ticket touting very seriously and are committed to limiting the source of tickets.
SK		<p>I understand why the club has moved to digital tickets and newsletters all come via email, but the typing is so small it's impossible to read on my phone and I have missed important information. I have started to compare with other companies that I receive emails from and united using font size 8 is a lot lower than most companies who use font size 12.</p> <ul style="list-style-type: none"> • Thank you for this feedback, we will work with our media team to ensure all club communications use a consistent font size. If there is ever an instance where a supporter requires a particular communication to be resent in a larger font size, please call our dedicated accessibility line where the team would be happy to help.

Topic	Speaker	Topic Notes
SK		<p>Having accepted and understood the reasons behind not having ‘unreserved’ seating/safe standing areas. But in order to sit/stand with a group of friends, members have to get tickets – but then it is too late to apply for TRA (which is the only section available where groups can be put together) due to the timings of each ballot. Is there a way in which the club could coordinate with TRA and align the ballots so U21 members who have not yet been able to get season tickets can when successful in a members ballot join U21 mates who’ve got season tickets?</p> <ul style="list-style-type: none"> We do work with TRA on their seating, and they do allocate some seats to Official Members. The largest release of match tickets is in the summer ahead of the season, with smaller releases in the lead up to the game – the size of these smaller releases is dependent on the number of tickets that e.g. visiting supporters take. The TRA deadline is 12 weeks prior to each game, so that we can relocate Season Ticket holders and resell their vacated seats to Official Members.
SK		<p>Can the digital ST cards be colour coded to match the previous recognition of time held i.e. Red, Silver, Gold and Platinum?</p> <ul style="list-style-type: none"> This is unfortunately not currently possible with our stadium access system provider, who can only accommodate one Season Ticket design. However, this is something we’d like to introduce, and will look into the feasibility of accommodating this request in the future.
SK		<p>There is no information on the website to advise if a season ticket holder can transfer his season ticket to someone from his family when he dies. Other clubs are very clear (excerpt from Manchester City website):</p> <p><i>In circumstances where a Seasoncard Holder passes away, the Seasoncard may be retained in the family on the basis that the Seasoncard is transferred to a named family member and the following information is provided: (i) a copy of the death certificate; (ii) proof of family relationship; (iii) the name, supporter number, address and contact details (email and contact telephone number) of the deceased supporter; (iv) the name, any existing supporter number, address, contact details (email and contact telephone number) and date of birth of the family member to which the Seasoncard is to be transferred; and (v) if requested, photo ID. Please note that in these circumstances, any Ticket Points accrued on the deceased supporter’s file will be non-transferable. A permanent transfer/ name change cannot be made in any other circumstances as this would undermine the Club’s Cityzens Matchday Membership scheme (which includes priority access to purchase Seasoncards). The Club may, at its absolute discretion, consider a refund in respect of any Matches unattended at the time of the Seasoncard Holder’s death, to the Seasoncard Holder’s estate / personal representative.</i></p> <ul style="list-style-type: none"> If a Season Ticket holder sadly passes away and their family members get in touch with us, we discuss all of the options available to them at that time. This includes a guaranteed pro-rata refund for games which have not yet been played, and where possible, transfer the ticket into the name of another family member who will use the ticket moving forwards on receipt the relevant documentation. As per the policy included from another club, we have various commitments that differ each season, which will guide the policy on a seasonal basis. For example, if we have a large number of enforced movers in a particular season, these will take priority on seats in the first tier over a name change on a Season Ticket.
JL		<p>I'm not sure if you are aware but the stewards are now standing up in the 85th minute until the final whistle. This is proving very frustrating for people in the first 3 or 4 rows as they are struggling to see what's happening on the pitch. I can't see either goal when the stewards are stood up as I'm on the front row. I'm sure you will agree that a lot of fantastic memories can be made at Old Trafford between the 85th minute and the final whistle. It's ruining the experience and a lot of fans are starting to turn their frustration towards the stewards which is unfair. I was told that they are doing this because there is a threat of someone running onto the pitch. Surely, they can still see the threat when they are sat down. If they couldn't then surely, they'd need to stand up for the whole 90 minutes. The threat of a pitch invasion is always there.</p> <ul style="list-style-type: none"> Unfortunately, this season we have seen an increase in the number of incidents where a small number of irresponsible individuals are running onto the pitch during the game. This is something that is being experienced at other stadia too. Such activity presents a potential risk to players, an interruption to the play, disruption to broadcasting, a detrimental impact on the enjoyment of others in the stadium watching the game as well as potential fines on the home club for failing to prevent such activity. Whilst this activity can occur at any time, there is an increased risk towards the end of the game. To address this, it has been necessary to significantly reinforce the security arrangements around the pitch perimeter

Topic	Speaker	Topic Notes
		<p>towards the end of the match. This involves security personnel being stood facing the crowd to help identify and prevent any potential pitch encroachment.</p> <ul style="list-style-type: none"> Whilst this activity can occur at any time issues tend to arise around times of excitement or when emotions are running high – such as goals or towards the end of a match. We aim to balance our response accordingly and stewards will stand intermittently during the game at relevant times. As part of our response, it has been necessary to significantly reinforce the security arrangements around the pitch perimeter towards the end of the match. This involves security personnel being stood facing the crowd to help identify and prevent any potential pitch encroachment. It is regrettable that due to the poor behaviour of a minority of individuals that it has been necessary to take this action which can impact sightlines of those sat in the lower bowl seating areas. We would like to remind everyone that pitch encroachment is a criminal offence and may result in police action/arrest as well as a 3 year ban. We are working closely with the Premier League and other clubs and continue to monitor this issue closely. Once we are satisfied that this trend has ceased, we will return to our normal security operation as soon as possible.
JL		<p>Would the club try and address the situation where people are sneaking in alcohol into the seating areas? Especially in Stretford End tier 2 and then throwing it at people are walking past stewards with the drinks.</p> <ul style="list-style-type: none"> It is a criminal offence to drink alcohol in view of the pitch. If you see anyone doing this, please report it to stewards/security at the time, so the matter can be addressed and those responsible may be removed from the stadium. If you wish to report the matter later, we do review CCTV and where we identify people doing following investigation, we may issue a warning or a sanction depending on circumstances, which may result in them receiving a short match ban.
JL		<p>Is the club aware that fans are smoking in the toilets in most parts of the stadium?</p> <ul style="list-style-type: none"> The Ground Regulations stipulate that the stadium is smoke-free and smoking or the use of electronic cigarettes is not permitted inside the Ground. We do regularly deploy security patrols into toilet areas where we identify there are issues of smoking. Please report any incidents or persistent locations this is happening, and we will proactively look at these areas. Those responsible may be removed from the stadium and follow up in line with the sanction policy.
JL		<p>Are there any plans to have the roof repaired in the Stretford End? Our seats are in block W202 and for several seasons now when it rains, we get wet. I can't imagine I'm the first person to raise this issue as it is a constant topic of conversation on a wet match day.</p> <ul style="list-style-type: none"> We have a cyclical maintenance programme across our sites to address such issues. Where we are alerted to leaks at a specific location we will seek to address and rectify at the earliest opportunity. In this case we have reached out to the individual who submitted the question, obtained exact details of the location and the fault has been repaired. In addition, every time it rains, one of our ground staff walks around each stand and checks for leaks. Any identified are traced and fixed within 24 hours. This same approach is adopted on match day before the turnstiles are opened for supporters to enter.
JL		<p>I am aged 70, a platinum season ticket holder and a near lifelong supporter. Like many other supporters, I have collected the match day programme - the "United Review", from every game I have ever attended - a lot of programmes! The programmes are kept in alternate red and black binders which are sold at the Megastore. I want to preserve my collection in good condition so that one day it may be passed to my grandchildren to read about and see the history of Manchester United.</p> <p>Imagine my horror, when I went recently to buy a number of these binders and was told that they were no longer stocked. The reasons given were, sales of match day programmes were falling, there had been some take-up of the online version of the programme and the club had not been able to secure a future producer / supplier of these binders.</p> <p>I have been told that there are approximately 3,000 programmes sold at the ground on match days. In addition, the current producer of the programme, Reach Sport, also delivers a significant number of programmes to supporters' home addresses at a slightly discounted price before each match day. Their service is advertised in each edition of the programme.</p>

Topic	Speaker	Topic Notes
		<p>The "United Review" is an important link between the club and its' fans and provides additional revenue to the club. I'm sure you would agree Keith, that we should do all we can to maintain the standard of our match day programme which has won many awards. To this end I ask that the club reverses its decision to discontinue the sale of programme binders and seeks a new supplier to take on future production. I am sure there will be many companies who would relish the opportunity to supply Manchester United merchandise and ensure fans have many more years when they can enjoy this excellent publication. I certainly don't want to see my collection stored in a box under my bed!</p> <ul style="list-style-type: none"> I am pleased to update that the programme binders are on order in both black and Red and should be delivered and available very soon.
JL		<p>Two gates are available in N3 Coach parking, can we open both gates so they can get out of the stadium instead of one? As it takes over an hour.</p> <ul style="list-style-type: none"> The car parks are carefully managed, and the egress of coaches and private vehicles is balanced to ensure that supporters, both in vehicles and on foot, can leave as safely and smoothly as possible. The post-match road closures and associated car park management plans are under constant review but the sheer volume of traffic leaving Old Trafford in a relatively short time frame will result in the local traffic network becoming congested and therefore some delays are to be expected. In relation to N3 the egress from the carpark is affected by several road closures in the area to support the wider traffic flow and one way provision to allow pedestrians safe access to local public transport in conjunction with vehicle movement.
JL		<p>Can the club confirm that it won't seek to install extended perimeter advertising displays (which have lead to capacity being reduced at other grounds)?</p> <ul style="list-style-type: none"> This is not something that we are considering at this time.
JL		<p>Has the contract for the new WiFi system been signed and will a major part of the required work be completed in the close season?</p> <ul style="list-style-type: none"> Yes the contract has been signed, however, this is a complex largescale project and therefore we are not in a position as yet to give guidance on timelines for completion but will do that as soon as we can.
JL		<p>Why were the urinals available around the ground on a matchday removed? Would it be possible to have them available again? A large proportion of match day fans are elderly males who need to go when they need to go. There have been complaints from local residents which is understandable and a number of people have received fines after being caught red handed! Surely, providing the right facilities on a match day is the sensible way forward. Can these facilities be provided again?</p> <ul style="list-style-type: none"> On a matchday we have toilet facilities inside the stadium, and we also provide additional temporary toilet facilities on our car parks for individuals outside of the stadium. Several years ago the local authority placed temporary urinals/toilets near to some of the side streets on route to the stadium on a match day but these have not been in place for many years. The local authority is aware of the complaints. We are sympathetic and understanding to the impact this issue is having on the local community but we firmly believe that the solution is not one that can be addressed by MUFC alone and will require a coordinated and fully supported approach across the partnership. We stand ready to play our part in that process, together with our community partners, and we are currently in communication with the local authority about this issue.
JL		<p>The non re-opening of the railway station and the amount of time leaving N3 car park due all traffic turning left, especially at night matches (up to 1.5hours) is unacceptable. Matches starting at 8.15pm can mean fans can't get trains home.</p> <ul style="list-style-type: none"> The rail service to and from the Ground Halt at the stadium has been suspended for safety and security reasons and we do not anticipate it changing. The close proximity of the stop next to the stadium and the fact that passengers disembark from the platform immediately into the Munich Tunnel are among a number of key factors. The decision came about as a result

Topic	Speaker	Topic Notes
		<p>of joint working between the club and Northern Rail. Additional information about alternative travel options and advice is available from the club website and the TfGM website or telephone line.</p> <ul style="list-style-type: none"> The stadium is supported by an excellent public travel system and including the relatively new Metrolink facilities base at the Wharfside that are available to assist supporters pre and post-match. We work with the local authority to manage traffic both arriving and leaving the venue. We review traffic management provision after each game in consultation with our partners.
AW		<p>Does the club welcome the Government's announcement that an independent football regulator is to be established?</p> <ul style="list-style-type: none"> We welcome many of the findings of the Fan-Led Review, including its proposals for stronger governance and greater financial sustainability throughout the pyramid. We want strong rules around financial fair play and we need regulators with the power to enforce these. What model would be best for delivering stronger regulation is among the questions being addressed at the Premier League level, in dialogue with the Government, and we are contributing to that process. We also welcome the recommendations of the Fan-Led Review for stronger consultation with fans and we are not waiting for legislation to pursue this. Through our appointment of a Head of Fan Engagement, the creation of the Fans' Advisory Board and our ongoing work with this Forum, we believe we have among the best fan engagement structures in the Premier League in line with our commitment to give fans a strong role at the heart of the club. We will continue working to improve this further together with this Forum and other fan bodies.
AW		<p>What is the club doing about getting feedback from fans that attended the women's game at Old Trafford? Such as those that have not been to a women's game before or those that have not been to Old Trafford before.</p> <ul style="list-style-type: none"> We were pleased to attract a crowd of over 20,000 to our Women's Super League game against Everton in March, with many attending their first game at Old Trafford and/or their first women's game. Digital ticketing has increased our ability to know who is in the stadium for each match, and we will use this information to promote future games at both Old Trafford and Leigh Sports Village as we continue to develop our women's team and its supporter base. Each fan who purchased a ticket for the Everton fixture was offered a "buy one get one free" offer for MUW vs Brighton on 3rd April and MUW vs West Ham game this Sunday. We will also explore options for surveying this constituency of fans for their feedback.
AW		<p>It was sad to hear Paul Woolston retired aged 23 but it was good to hear about the support programme that has been put in place. What support is put in place for academy players that are released at the end of the season?</p> <ul style="list-style-type: none"> The club's work with Paul around his premature retirement reflects the club's increased focus on ensuring that Academy players and young professionals receive appropriate support when they leave Manchester United. A variety of education sessions, work placements and mentorships were put in place to help Paul prepare for the next stage of his career. Throughout the Academy we strive to ensure that our programme enriches lives regardless of how long a child spends with us. Holistic development is a key principle. Our programme is designed to ensure that our young players are able to continue their education in parallel with football, preparing them for other paths if they do not become professionals. We ensure that the player experience is age appropriate with boys treated as children until they reach the latter stages of the Academy. We are always realistic in our messaging with players and parents.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> We have a range of exit strategies when required, which are regularly reviewed and refined, that are specifically designed to ensure that each child is provided with the best care. A dedicated team of experts work with players throughout the process to provide support to the boys and their families. We then use the club's formal and informal networks within the game to help them find new clubs, careers or into further education. We are proud to have the most productive Academy in England, with so many former players still playing professional football. In the event of their departure, we stay in contact with players to offer opportunities to continue to engage with the club, should they wish to, including educational courses and informal catchups. The Academy programme is continuously refined and we believe the boys enjoy a fantastic experience, which is an amazing addition to childhood, filled with purpose, structure, exercise, friendship, travel, informal education and the opportunity to express themselves whilst regularly engaging with their passion.
AW		<p>Given the 'news' that there is talk of redeveloping Old Trafford or maybe even building a 'new' Old Trafford, how will U21 match going fans whether season ticket holders or members be consulted on it in terms of their preferences? I've had mixed views on making the current stadium bigger or building a new one next to where we are now, but after all proposals are put forward, will U21's have a chance to give their views maybe through season ticket and membership surveys?</p> <ul style="list-style-type: none"> Fans will be consulted via this Forum, the Fans' Advisory Board and fan surveys. Younger fans will have important voices in that process as the future of our match-going support. Our aim will be to make Old Trafford a world-class football stadium for generations of fans to come and we will be listening carefully to the ideas of our young fans, as well as a variety of other fan constituencies, on how to achieve that.
AW		<p>MUST have played an important part in fans relations with the club. However for U21's they're seen as a bit 'corporate/business'. With talks of share issues, U21's feel completely disenfranchised as there's no way we could afford to put any money into any share scheme, no matter what social background we come from, and therefore we – the future of the club – will not be part of any share scheme. What safeguards are there to ensure that U21 ST and members get equity when and if shares are issued? Or, is it again going to be the case when only middle aged middle class people will 'own' part of a community club that is ours.</p> <ul style="list-style-type: none"> Shares in Manchester United are currently trading at a price equivalent to about £10 each and are available to anyone over the age of 18 who wants to buy them. While discussions with MUST about the creation of a Fans' Share Scheme are ongoing, any such scheme would be designed to be widely accessible to fans and not restricted to the wealthy.
AW		<p>The recent conflict in Ukraine brought to the fore the dangers of foreign ownership. Chelsea could have suffered greatly, and the issue around our own ownership will not go away with many fans. Whatever the politics around this, surely one thing that must happen is that the club is at least registered as a UK business and not in the Cayman Islands. And with clubs getting state ownership from middle eastern countries, who at any moment could become as unstable as Russia/Ukraine, would this not be a great time for 51% of the club to be put into the trust of the fans so we as Manchester United could fight for ALL English clubs to have majority British ownership to safeguard what has happened to Chelsea happening elsewhere?</p> <ul style="list-style-type: none"> Manchester United is and always will be a UK-based football club and is registered as a UK company. We are listed on the New York Stock Exchange, which requires our compliance with stringent disclosure rules that make us among the most transparent football clubs in world football. We have a stable long-term ownership model, and a sustainable operating model supported by our own revenues and not dependent on the funding of an individual or a nation state.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> While we support strong governance and financial fair play and sustainability, we believe it would be a mistake for English football to turn its back on global investment and talent which has helped make the Premier League the most attractive league in the world. We do believe that fans should have a strong voice in football, as demonstrated by our creation of the Fans' Advisory Board and our desire to create a Fans' Share Scheme.
AW		<p>The announcement for the fixture changes were late every time except once this season. What pressure can the club put on the TV companies and other PL clubs to ensure the timetable that is published at the start of the season is kept to? I'm sure this also inconveniences the club re ticket sales as well as 1000's of fans who are trying to book time off work, plus arrange travel and accommodation around the match.</p> <ul style="list-style-type: none"> We fully appreciate the inconvenience caused to fans by late fixture changes and we will continue to impress upon the PL the importance of providing clarity on schedules as early as possible.
AW		<p>Would it be possible or worthwhile (or both) to consider a sub-forum for overseas members so that diversity can be represented and brought into the Fan Forum proper?</p> <p>I'd be happy to convene such a sub-forum and would love to involve fans from as many countries as possible (or at least practical). I do feel there might be a pretty good buy-in and this may help generate activity, interest, and membership for the club.</p> <ul style="list-style-type: none"> We want to deepen engagement with our diverse global fan base and ensure their opinions are heard. We are open to new ideas on how to achieve this and will follow-up with [the questioner].
RA		<p>Richard, do you and the club appreciate just how bad the feeling has got between fans and the club / owners at the moment? We have witnessed protests at our last three home games and these are expected to continue to next season. What are your thoughts on this and is the club taking this seriously?</p> <ul style="list-style-type: none"> As stated earlier, everyone at the club, from the owners down, accepts that performances this season have been well below what we expect. We are taking decisive action to improve things and there is huge commitment and passion across the club to return to where we think we belong – challenging for, and winning, titles. We are very aware of how fans are feeling and understand their concerns and frustration. Football is a game of passion and we fully respect fans' right to make their feelings known, as long as this remains legal and peaceful at all times. We have a duty of care to the fans who come to enjoy games, and to our staff who enable games to go ahead, and their safety will always be our priority. I would very much hope that all fans within Old Trafford approach next season with renewed optimism and confidence as we look forward to a fresh start under Erik ten Hag. We have the best fans in the world and when Old Trafford is at its loudest we have a significant advantage against our opponents. I hope this unrivalled passion will be used to support the team and the new manager as we start this exciting new chapter together. As a club we are doing more than ever before – and more than most of our peers – to engage with fans and listen to your views. We have strengthened and expanded this Fans' Forum, set up our new Fans' Advisory Board, and continue to engage directly with MUST, TRA, MUDSA and other fans' groups. We are committed to listening to our fans and working collaboratively to improve the fan experience and keep the club strong and healthy. We need fans to keep engaging with us to be able to do this.
AOB		<p>Forum dates for the 2022/23 season will be announced following the fixture releases in the summer.</p>