

Manchester United Fans' Forum – Minutes

Friday 23rd September 2022

Forum Members Present

Zygmunt Baranski	Loyalty Pot STH Rep.
Luca Black	U.21 STH rep.
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	UK MUSC Rep.

Club and Foundation Officials Present

Richard Arnold	Chief Executive Officer
Collette Roche	Chief Operating Officer
Rick McGagh	Head of Fan Engagement
Jim Liggett	Operations Director
Claire Mulroy	Ticketing & Membership Services Manager
John Murtough	Football Director
Ellie Norman	Chief Communications Officer
John Shiels	Chief Executive – MU Foundation
Aneel Javed	Senior ED&I Partner
Michael Gibson	Communications Manager

Topic	Speaker	Topic Notes
Apologies	CR	<ul style="list-style-type: none"> Apologies: Andrew Ward, Sam Kelleher, Anthony Sewart, Chas Banks
Minutes of Last Meeting	CR	<ul style="list-style-type: none"> Approved
Welcome	CR	<ul style="list-style-type: none"> Good afternoon and thanks everyone for joining us for this first Fans' Forum of the 2022/23 season. I would like to start by welcome Zyg who is our newest forum member, and will be representing Season Ticket holders and those who are in the Loyalty Pot – Welcome Zyg!
Richard Arnold	RA	<ul style="list-style-type: none"> As always, we have a busy agenda to get through, but I think it's worth me taking a few moments to review events since we last met in April, and to provide an update on the steps we're taking to get us where we want to be as a club. I'm not going to dwell on the end of last season for the men's first team, because we all know that the standards of performance on the pitch and our finishing position were not good enough. Our focus since then has been on putting the right support around Erik to get the team back to the levels we expect. John will talk you through these efforts in more detail shortly, but, in summary, while it's still early in the process, we're pleased with the calm, competent progress Erik has been making in building a squad with the right quality and character to make us competitive. And the same is true of the women's squad under Marc Skinner.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> • Both the men's and women's squads have been strengthened demonstrating once again the club's commitment to investment in football success. • We're continuing to develop better structures and processes to ensure that recruitment is as effective as possible, as well as making improvements to our training facilities at Carrington. • This is football, so progress rarely comes in a straight line and there have been some ups and downs since the start of the season. We are fully aware that we have more work to do. What I can assure you is that achieving football success and strengthening our engagement with fans are my two top priorities as CEO and I am determined to deliver both. • On engagement, we're pleased with the impact already being made by the Fans' Advisory Board on issues such as the reform of cup ticket policies, where this Forum also played a constructive role. The cup season tickets that stemmed from those changes have been a success, allowing more fans to access games at Old Trafford and minimising the number of empty seats. So that's a great example of how engagement should work. • We're also continuing to work with MUST on the proposed creation of a new class of Fan Shares and we hope to be able to share more information on that soon. • And we will continue to consult with both the FAB and this Forum on our ongoing planning for redevelopment of Old Trafford, and Collette will provide a more detailed update on that process shortly. • Behind the scenes, we have been making changes to our organisational structure to help drive forward our strategic priorities. To that end, I'd like to introduce Ellie Norman as our new Chief Communications Officer. Strengthening fan engagement will be at the heart of Ellie's mission, working closely with Rick, so please join me in welcoming Ellie to her first Fans' Forum! • Finally, I would like to thank everyone at the Club for the way they handled the death of Queen Elizabeth II and to thank our supporters for their understanding around our two postponed fixtures. We appreciate the inconvenience this caused fans and we look forward to the games being rearranged as soon as possible. • I'll now hand over to John to provide his football update.
<p>John Murtough</p>	<p>JM</p>	<ul style="list-style-type: none"> • Thank you, Richard, and great to see you all again. • It's been a very busy time since we last met in April on both the men's and women's sides of the club. • Starting with the men, we got to work with Erik as soon as he was appointed in May to plan for the season ahead. • The first step was getting the right staff around him, including Steve McClaren and Mitchell van der Gaag, who have made a notable impact since they arrived, but also many of the existing staff who have stayed on and really bought in to Erik's methods. • The next step was reshaping the squad and we worked closely with Erik throughout the summer to agree on who to bring in, and who we would allow to leave. • As always, there was a lot of media noise and speculation to contend with but ultimately by the end of the window we were happy with where we ended up. • We brought in five regular first team starters on permanent transfers and a high-quality back-up goalkeeper on loan.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> • Three of those signings were young players with potential for further development, and three were highly-experienced internationals and winners – exactly in line with the blend of youth and experience that we were aiming for. • All six of the new signings are technically very strong but they were also chosen because of their character – Erik’s approach is totally aligned with the Club’s philosophy of having a team of winners and fighters and we saw that in different ways in all the players brought in. • We also saw a larger-than-usual number of players leave, and this was also an important part of refreshing and reinvigorating the squad. • Every decision about a player coming in or leaving was agreed by both the manager and Club Officials – that’s a crucial principle that we will always stick to. • Ultimately, we made a record level of investment for a single window, reflecting the conditions in the market, but also our commitment to supporting the manager. • We always said that reshaping the squad would take more than a window and we’re already working with Erik on the next steps in that process, with a focus on next summer and beyond. • But it’s important to recognise that investment must always be sustainable, meaning that what we spend on players must be supported by revenues over the long-term. • We ended the summer slightly ahead of where we expected to be in terms of the number of players brought in, so we don’t anticipate the same level of activity in future windows, although we will continue to strengthen. • It was a similar story on the women’s side, with a big refresh of the squad going into Marc Skinner’s second season as head coach. • We brought in seven new players and will be looking to build on last term’s fourth-placed finish and further reinforce our position at the forefront of the women’s game. • It’s still early days with new players bedding in but we’ve seen positive signs from both the men’s and women’s teams, and at Academy level, to suggest we can look forward to an exciting season ahead. • I’d like to close by thanking you, as representatives of the fans, for the fantastic support given to all our teams. We know how much commitment, time and money goes into following United at home and away, and it’s not taken for granted, particularly in these challenging economic times. So, thank you again on behalf of all the players and staff. • I’d now like to hand over to Collette for her update.
<p>Main Forum Introduction</p>	<p>CR</p>	<ul style="list-style-type: none"> • Thanks John. • It’s also been a busy summer operationally at Old Trafford, including the hosting of the opening game of the Women’s Euros when England beat Austria on the first step of their journey to becoming European champions. We are delighted that four current members of our squad were part of this success and congratulate them on their achievement. • We were delighted to be part of such an uplifting event for women’s football and it’s been great to see that positivity continue into the new season with a record crowd at Leigh Sports Village last week for the first game of the new WSL season. • Hopefully we can keep numbers up at LSV throughout the season and attract a bumper crowd for our next women’s game at Old Trafford for the visit of Aston Villa on December 4, and we’ll see you all there!

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		<ul style="list-style-type: none"> • On the men's side, we completed our first normal pre-season tour for three years, playing six friendlies in front of over 350,000 fans in Thailand, Australia, Norway and Manchester. • First and foremost, it was an excellent tour from a football perspective, giving Erik the opportunity to get to know the players and establish his style of play. And from an engagement perspective, the players spent time interacting with fans in each of the locations and provided some good entertainment on the pitch. • Turning to infrastructure work, we've had a full programme of maintenance and improvements at Old Trafford and Carrington over the summer, and Jim will talk you through these in more detail shortly. • At the same time, we have continued our planning for long-term redevelopment of the stadium and training ground and there has been good progress on both projects. • For Old Trafford, we are working alongside our team of consultants, headed up by Legends and Populous, to develop a masterplan for the stadium. • As a reminder, we're at early stages and the focus of this first phase has been on establishing what it will take to develop our existing stadium into a world-class facility. • To define the associated requirements, we have undertaken a detailed stakeholder engagement exercise, including a comprehensive fan survey which generated around 30,000 responses, plus regular consultation with the FAB. • We've also carried out detailed benchmarking exercises, demand analysis, and technical feasibility studies, leading to some initial high-level design work. • Findings so far show that it is possible to redevelop Old Trafford to take it to the next level, but there are significant challenges in terms of complexity, timing, cost, and disruption, not least because of the inherent constraints around our site, including proximity to the adjacent railway line, canal, public access routes and housing. In short, it's possible but not easy. • Further work is required to finalise this phase, including refinement of existing options and exploration of potential alternatives. • Once we have landed on our preferred option, we will then be able to move to phase 2, which will comprise more detailed design work, further stakeholder engagement and detailed technical feasibility studies. • As promised, we will continue to keep this Forum informed of every step in the process and listen to your feedback.
Operational Updates	JL	<p>Introduction</p> <ul style="list-style-type: none"> • Thank you, Collette and good afternoon, everybody – great to see you all again. • Several questions submitted by fans involved similar themes, such as property upgrades, protests and travel, so I will cover those in my opening section today. <p>Property enhancements and upgrades</p> <ul style="list-style-type: none"> • I will start with the details of the extensive infrastructure work we have completed over the summer period - as referenced by Collette we have made substantial progress on projects at both Old Trafford and Carrington as we continue with our commitment to enhance the experience and facilities for players, staff, and fans across club sites. We don't sit still and as a club we recognised the need for significant upgrade work to take place this summer, in total the capital cost of the work I will talk through is around £10m.

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		<ul style="list-style-type: none"> • Works at Old Trafford included the refurbishment and preparation of a new playing surface, which I am sure we will all agree is looking and playing fantastically well, installation of new scoreboards as well as the refurbishment of a number of hospitality suites and boxes. As many of you will know we have also refreshed the exterior of the stadium and the surrounding grounds, including adding branding to the exterior windows as part of our ongoing programme of maintenance. Other works included the infill of stadium vomitories to enable more fans to attend matches, the completion of HVM works around the perimeter to ensure heightened security for fans, and various catering upgrades to enable improved service provision. • Many of you also asked about the progress on the WiFi project and I am pleased to say the enabling works across the stadium has also commenced. The project is large scale and complex but is going well. Construction work and installation of equipment activity across the stadium is now underway and work will continue until early 2023 before we enter a period of testing and tuning the network at major events with a full stadium. Once we are happy with the test results, we will fully launch the network. • At Carrington, significant improvements have been made across the site, including new fibre sand pitches for our Women's team, new floodlights, reinforced pathways, refurbishment of the swimming pool and spa area, upgrades in the gym, new HVAC systems, plus various other amenities. We are also continuing with long term planning for the future of our training facilities in parallel to the ongoing work. • In addition, there are a number of other capital projects which are underway as we speak and upgrade work at both sites continues at pace. As we look ahead to the winter break, we are planning to extend the roll-out of barrier seating. This next phase will be within the away section, in order to reduce the risks of persistent standing in that area. We are also planning to make changes to some of our accessibility facilities, to provide improved sightlines for these supporters. <p>Management of Protests</p> <ul style="list-style-type: none"> • As I mentioned we have also received questions on how we are managing the recent protests at matches from a health and safety point of view. • I want to be clear, whilst the club respect fans' right to a peaceful protest on public land we do not condone any protest on the stadium footprint that affects the safety, security or comfort of other supporters. • We have worked hard with our partner agencies such as Trafford Council and Greater Manchester Police to manage the protests in a way that reduces disruption to other fans. • The club welcomed and supported the announcement made ahead of the season from the Premier League and Football Association regarding tougher measures to tackle those individuals who compromise the enjoyment and safety of our players and law-abiding fans. • The new measures include strict sanctions for fans who undertake activity such as entering the pitch without permission, carrying or using smoke bombs, pyrotechnics and throwing objects. These acts are dangerous as well as illegal and have no place in football. • In an expansion of our current policies – and in support of the new measures imposed by the Premier League and Football Association – the club take a zero-tolerance approach and will now enforce a three-year ban on fans who bring smoke bombs and pyrotechnics on the footprint of Old Trafford or inside the stadium bowl. • We are committed to ensuring that the ground remains safe for all supporters, and we have worked closely with Greater Manchester Police to identify and support the prosecution of any persons who commit criminal offences inside the stadium or on the surrounding footprint. In addition, a number of club sanctions have been placed on individual supporters who have been found to have breached the Ground regulations during the subsequent investigation into the protest activity.

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		<ul style="list-style-type: none"> • RA agreed that signage should be clearly placed to mark the boundaries of the stadium footprint. <p>Fan Travel</p> <ul style="list-style-type: none"> • We also received several questions regarding travel to and from the stadium. Many of you will have heard from Steve Gilholme at Transport for Greater Manchester at a previous meeting – he has supplied the following update which I will deliver on his behalf. • Train services to the Ground Halt were removed due to the security concerns and are unlikely to be reinstated in the near future. • Buses: as highlighted in previous meetings, were removed by Stagecoach due to the high number of incidents of anti-social behaviour towards Stagecoach staff. Both TfGM and Manchester United have engaged, and continue to do so, to find a solution, which will hopefully see the reinstatement of bus routes. • Metrolink: Supporters can travel to the city centre via the following stops; Old Trafford, Trafford Bar, Exchange Quay and MediaCityUK. In addition, on matchday, the trams on the Trafford Park Line (Wharfside) are often “pushed through” to the city centre. This is an operational decision made during egress, when its deemed Cornbrook is busy. • TfGM recognises that this ad-hoc approach isn't currently sufficient and are now committed to operate the Trafford Park Line through to the city centre, during ingress and egress on all match days. • For context, due to the pandemic, Metrolink has been significantly impacted by staff shortages. This is mainly due to staff leaving and TfGM having low recruitment take-up, and not being able to train staff as quickly as they would have liked during Covid, following the training school being closed. • TfGM have said the position over the summer has improved, therefore can now look to prioritise the Trafford Park Line linking through to the city centre. • Once we have more information from TfGM on frequency and city centre stopping, we will share it with our fans. • Following discussions regarding the problems facing fans travelling by train to Manchester for home games, especially from the South it was agreed a subgroup would be set up to look at how the club may help in alleviating these problems.
Ticketing Update	SK	<p>Home Games</p> <ul style="list-style-type: none"> • A regular topic of conversation in this Forum last season related to the difficulties faced by Official Members in obtaining match tickets, for both matches that go straight on sale, and balloted games. We have made significant changes ahead of 2022/23 to increase the volume of tickets available to Official Members and visibility of ticket releases: <p>Additional Availability</p> <ul style="list-style-type: none"> • The initial ticket release on fixture release day included a minimum of 1,000 tickets for all games other than those where ballots would be conducted. • We confirmed via this forum last season that we would commit to a ticket release 8 weeks before each home game, which has taken place for all games up to West Ham so far. • There have also been smaller, unscheduled and uncommunicated releases for games as and when smaller numbers of tickets are released, and we estimate there have been around 200 of these so far this season. Please note that these have remained uncommunicated given the levels of demand experienced when we have notified all 280,000 Official Members.

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		<ul style="list-style-type: none"> • The new policies of 1) Season Ticket holders being able to donate the cost of their ticket to MU Foundation, 2) return their ticket to the club for a refund and 3) continuing to allow ticket forwarding, but restricting this to Official Members created over 30,000 extra tickets for Official Members for the first three home games. • Note: We will continue to push for all supporters in the stadium on a match day to be either seasonal facility holders or Official Members, if a Season Ticket holder does not wish to forward their ticket to an Official Member, then they should utilise the buy-back scheme. • We have also conducted some tests at the start of this season in selling Matchday Hospitality through the main ticketing channels. We are aware that not all fans are interested in hospitality, and that it is more expensive, however we were also aware that some fans weren't clear that this was an option as it was elsewhere on the website. This mechanism for selling Matchday Hospitality has enabled over 2,500 fans to purchase, who would have previously missed out. <p>Ticket Touting</p> <ul style="list-style-type: none"> • At the opening 3 home games this season, through targeted operations we have suspended 1,000 'accounts' that have sold tickets for inflated prices or transferred in breach of policies. The suspension of these accounts will lead to roughly 10,000 extra match tickets being made available to Official Members this season. • We do not want our fans to be exploited by ticket touts and will continue to keep this as a top priority throughout the season. • Lots of complaints are received about the volume of tickets that are listed for sale on various websites / social media 'pages'. We are aware of these sites, we do monitor them and can confirm that a large portion of the 1,000 accounts sanctioned relate to this activity. • If anyone is aware of any touting activity, please email touting@manutd.co.uk, if any supporters have purchased a ticket from a tout, or one of the online channels, I'd like to remind all supporters that we offer complimentary tickets to home matches and refunds to any cases reported that lead to a sanction being placed on an account that is touting tickets. <p>Balloted Games</p> <ul style="list-style-type: none"> • It was confirmed in the December 2021 forum that previous attendance would be considered for balloted games, following feedback from Official Members who bought tickets regularly that was discussed before the pandemic. • It was agreed that once the ballot was complete, subsequent tickets would be sold on a first-come, first-served basis, to continue to give new Members or one-time visitors a chance at obtaining tickets for the more high-profile games. • We will review how this process goes throughout the season before making recommendations to this Forum for next season. <p>Away Games</p> <ul style="list-style-type: none"> • As advised at the last Fans' Forum meeting, we have committed to continuing our work on understanding who is attending away games, specifically, to ensure that only those who make applications for games, are in attendance. As a reminder, when we undertook checks at the end of the 2020/21 season, over 25% of checks of those in the Loyalty Pot, did not attend the match they had applied for. As a reminder, ensuring that only those eligible for away games are in attendance is also key to maximising our allocation of tickets for each game.

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		<ul style="list-style-type: none"> • Whilst we know that the majority of the Loyalty Pot continue to apply for, and attend games, it was clear that validations needed to continue both generally, and again within the Loyalty Pot. To date this season, we have undertaken checks at Brentford and Southampton. We had also scheduled to conduct checks at Crystal Palace before this game was postponed. To date, more than half of those asked to collect their ticket have actually done so: <ul style="list-style-type: none"> ○ At Brentford 300 standard pot collections were requested, 119 cancelled or forwarded tickets, subsequently another 15 didn't collect on the day. Overall non-collection rate = 45% ○ At Southampton 300 Executive Club collections were requested, 126 cancelled or forwarded tickets, subsequently another 44 didn't collect on the day. Overall non-collection rate = 57% • Given the extremely high number of supporters cancelling their tickets when asked to collect (roughly double the % pre COVID-19), checks will continue, and be expanded at as many games as possible. Any supporters asked to collect, who forward their tickets three times, or fail to collect twice, will be prevented from making further applications this season. Supporters who cannot attend the game in person should not apply for a ticket in the ballot. <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. • 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 agreed not 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 in the winter and will provide any further updates to this Forum.
<p>MU Foundation Update</p>	<p>JS</p>	<p>Legends of the North</p> <ul style="list-style-type: none"> • In May, we were delighted to welcome 48,777 fans to Old Trafford for our Legends of the North match, between club greats from United and Liverpool. It was fantastic to see such great support for the Foundation with the likes of Gary Neville, Patrice Evra, Jamie Carragher and Dirk Kuyt turning out and helping to raise an incredible £1.3 million. • In our previous Legends game, the Treble Reunion match of 2019, the funds raised helped us to service the community during the pandemic, so it is evident how important these matches are. • While the game itself didn't yield the result we wanted – a 3-1 win to Liverpool – we'll be hoping to turn it around in the second leg, taking place at Anfield on September 24th. <p>Support for our projects</p> <ul style="list-style-type: none"> • In the build-up to the game, it was incredible to see a number of the returning legends attend our projects, as Jaap Stam, Quinton Fortune, Wes Brown and John O'Shea all took the time to visit some of our community initiatives, passing on their words of wisdom to our young people. • As part of a separate activation - spearheaded by the Michael Carrick Foundation - to help prepare year 6 students for high school, pupils at our partner Ringway Primary enjoyed a special visit from the former club captain, as he handed out gifts and joined in with a football session. <p>Youth Cup final</p> <ul style="list-style-type: none"> • Now from the past, to the future. Thanks to an incredible gesture from the club, the Foundation received all the proceeds from ticket sales for the victorious Youth Cup final in May.

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		<ul style="list-style-type: none"> As well as being a showcase of the work our Foundation does, the game enabled us to foster a relationship with a new generation of United players, and we received great support and enthusiasm as we invited Foundation participants down to Carrington to be coached by the academy players. <p>Summer activations (Euros / RTC, MUDSA, Holiday Camps)</p> <ul style="list-style-type: none"> During the summer holidays we delivered nearly 700 hours of football holiday camps at 22 venues across the region. The camps served as an opportunity for the youngsters to enjoy themselves during their summer break but most importantly ensured everyone attending was given a free lunch. Working with our partners, the Foundation served up nearly 2000 meals to children who may have otherwise gone hungry. The MUDSA Cup also took place this summer, for the first time post-Covid. Seven teams from around the country attended the day at Carrington and it was particularly encouraging to see that 50% of the participants in attendance were female, continuing the buzz around the women's game following the Lionesses' fantastic summer. And last but certainly not least, it was fantastic to see girls from our Regional Talent Club working as ball assistants at Leigh Sports Village and Old Trafford throughout the Women's Euro. What more inspiration could they ask for than seeing Ella Toone, a former RTC girl herself, scoring in the final. <p>New season</p> <ul style="list-style-type: none"> The new season started with a lovely moment, when our coach Yasmeen Ali was given the Premier League's Community Captain award, as part of their 30th anniversary celebrations. Starting out as a participant on the Foundation's Primary Stars programme, Yasmeen has taken part in all elements of our delivery. She is now working as a primary delivery officer for the Foundation, aiming to afford the same opportunities she experienced to the next generation. <p>Yasmeen is a shining example of the work we do at the Foundation, working with young people – in her case, a stone's throw away from Old Trafford – to develop them as people and give them the opportunity to shine and succeed.</p> <ul style="list-style-type: none"> These next few months also promise to be extremely busy as we enter the new school year. The current socio-economic issues will be hard on us all, but will hit many of our participant's families the most, so we are working hard and are ready to once again be a pillar of support in the community. There are some exciting fundraising events on the horizon to support our work which include some inventive uses of the stadium during the World Cup, and we will update supporters on these in due course.
MUDSA Update	CBa	<p>Mudsa Events</p> <ul style="list-style-type: none"> With Covid now pretty much behind us (hopefully!) we are finally in a position to restart our social events calendar. Beginning with the annual MUDSA dinner on October 28th we expect to resume the Christmas party and the trips to Carrington after the conclusion of the World Cup. Always a great event, our dinner guest is Mr Dion Dublin and there are just a few tickets left if you move quickly! <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.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> • 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. • MUDSA now sponsors a guy called Matt Pilkington to deliver the programme and with his efforts, we are moving from strength to strength. • 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 held the competition on Saturday 18th at Carrington with a very decent turn out from local clubs plus teams from as far away as London and West Bromwich. Fortunately the weather smiled upon us; it didn’t rain, but we didn’t need the sunblock! • 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 is due to meet on Thursday 28th September at Milton Keynes stadium. This group of Premier League disabled supporters Associations has already been influential within the Premier League hierarchy, representing the views of disabled supporters nationwide. <p>New Committee member</p> <ul style="list-style-type: none"> • MUDSA is pleased to announce that we have co-opted a new member on to the committee, Mr Alan Rayment. Alan is a lifelong United fan and has been a member of MUDSA for well over 20 years. Alan is very well qualified and we’re confident he’ll be a positive addition to the committee.

Members' Questions

We received 16 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. For the big games, I can see that success is now based on number of games attended which I think is fair enough. One problem I have with this is that people will start to buy tickets for games they have no intention of attending and sell the tickets on so they can receive a “loyalty point” and also benefit people who already do this like touts. Is it possible for the club to increase ID checks on members tickets? This new method will enable touts to get more tickets for the big games. I think the European away loyalty points system works well because attendees are ID verified on collection. I understand that it will be impossible to stop everyone, but if there are much more ID checks it will put people off.
2. I have been a member for many years but have been unable to obtain any tickets last season. Is my applying in the ballot a futile exercise? I have been told that preference is given to people who attended most games last season. Surely it would be better to give someone else a chance and give those who were unable to get tickets last year preference. Most people I know can't afford upwards of £200 to buy tickets that are released just prior to games.
3. I would like to know if you would consider a fairer way for match tickets to be distributed to members. Every time I log in when they say tickets are being released on a certain date and time, I am never successful in being able to purchase a ticket. I feel that the only fair way for tickets to be released for members is a ballot system like in previous season. At least this gives every member a chance to apply for a ticket. I feel being able to apply for a ticket in a ballot would surely reduce fans being frustrated, rather than not being able to get one on a first come first served basis when trying to get tickets at a set time and date on the release days. When I've tried this, I am never successful. If members haven't even got the opportunity to apply for each game, then is there any point having a membership?
4. I wanted to raise a question regarding ticket forwarding. My son and I have been season ticket holders since 2016. We've had a forced relocation to much worse seats, are living through a pandemic, and now a cost-of-living crisis. I now cannot forward my sons seat to my

Topic	Speaker	Topic Notes
		<p>daughter for games unless she is a member! I cannot see how this benefits your average match goer who at times may be unable to attend a game due to illness (covid hasn't disappeared!), a holiday or other family commitments from time to time.</p> <p>I appreciate this has been put in place already, but if you are only ever forwarding to family or friends, as it states when you go through the forwarding process this then I cannot see the problem. It only helps those who forward their tickets to random people and do not want to be responsible for those people's behaviours. I don't think my 11-year-old attending with me is likely to leave me at risk of being sanctioned. It feels like another cash grab, during a cost-of-living crisis, and shows no flexibility and at best is tone deaf, and at worst downright wrong. It only benefits those who were not responsible with who they passed their tickets onto, in which case they should be sanctioned and the rest of us not have to fork out more cash at a time when everything is more expensive.</p>
		<p>5. I do not agree with the change to the restriction that all forwarding of tickets has to be to a member. My son's cousin is in the UK on holiday from France and cannot go to the Liverpool match this evening as my ticket cannot be forwarded due to this 'Membership' requirement. When was I contacted by MU or the Fans Forum to cast my vote on the subject? You cannot change matters that affect season ticket holders without a vote by the season ticket holders. I now have an unnecessary restriction of my ticket, which is unconstitutional and possibly illegal.</p> <p>Following the latest email reminder to ST holders regarding forwarding tickets etc., I sought clarification on several issues I was uncertain about in the statement. I therefore rang the ticketing office with several questions. Firstly, regarding the point on forwarding tickets to friends and family - it appears they must be United members. I noticed after my conversation with the ticket office, a text message was sent to everyone addressing this issue. However, I'm not happy about the family issue it means my wife cannot go with our son - who sits next to me, if for some reason I am unable to go. She does not support United but enjoys football and on the very rare occasions I cannot attend I would like to pass my ticket onto her or my daughter or possibly one of my grandchildren. I do not think this decision is fair.</p> <p>Secondly, I asked for clarification about the attendance of the 10-league game rule as I am over 65. It appears that if for some reason I am ill for a long time (or like recently I had to have a knee operation which made it very difficult for me to take my seat in the ground due to steps and non-working lifts), the office told me that if I fell below the minimum requirement but I had donated/forwarded my ticket to a club member etc I would lose my concessionary status for the following season. This is not stated in the document. I assumed if I donated a match ticket to the foundation this would not count against me but apparently it does.</p> <p>Thirdly, as I feel the above is bordering on age discrimination, I asked a further question. If a non-concessionary season ticket holder (such as my son) fell below this magical 10 league game attendances what happens there? The office told me the ST would then lose their right to be a ST holder in the following season. Has this been relayed to the ST holders?</p> <p>To be fair to the ticket office they did say when I pressed them further, that they would get in touch with ST holders who fell below the 10 league games and ask them why they have missed so many league games. They stated "each individual case would be assessed on its own merits" to determine if they would lose their status. This could get very messy and dangerously arbitrary and subjective - who makes the final decision for example?</p> <p>However, my overriding point here is that the above points need to be made much clearer to ST holders. The email left important information out. Whether that is deliberate or not I don't know but the full picture must be relayed to ST holders.</p> <p>I am rather unhappy with this situation, why has this been agreed? It seems the use of online ticketing is becoming, for want of a better word, a form of restricting ST holders' rights. Particularly the rather draconian measure taken towards non concessionary ST holders. I understand why certain decisions and changes need to be made but feel the above points I have referred to are unfair.</p>
		<p>6. Many season ticket holders are outraged by this change in policy and how it is yet another money-making scheme for the owners. We have always been able to pass season tickets on to friends and family members when we cannot attend a game, and this is one of the great benefits of being a season ticket holder at United.</p> <p>There is no difference between me forwarding my ticket to my wife via the season ticket hub and her being an official member. Either way the club has her name, dob, email, postal address, phone number and unique member ID. The only difference is the club doesn't have a membership fee from my wife. How does her being a member make her more accountable for the ticket, when the club still has her details from the season ticket hub and could deactivate her membership number on the season ticket hub if she caused any problems in the stadium?</p> <p>May I also add that in May 2022 (renewal deadline) the terms and conditions of the season ticket stated we could share with friends and family members, without them being a member. It was only advised. The terms and conditions on the official United website also stated this at the time of the United's first home game against Brighton.</p> <p>Sending an email on 20th July to tell season ticket holders the policy has changed, once the club had everyone's money is a disgrace. I 100% agree with the rules that you must attend 50% of the games, I would also add that I think season ticket holders should have to attend 50% of the games personally as do the concessions. I also agree with trying to stop ticket touting, however making my wife pay £20 for a membership each season so that she can take my 7-year-old son (who is a season ticket holder in the Stretford End) to one or two games a season when I can't attend is not the way to stop people touting their tickets. It is a way of inconveniencing me and other loyal fans when kick offs are changed to random days because of TV.</p> <p>The season ticket hub forwarding system worked perfectly and if people are going to sell season tickets for £200 per game on the Black Market, then charging someone £20 for a membership will not stop this. If they are prepared to pay £200 per game, they will pay £220 for the game. It will only hinder the honest genuine season ticket holders that want to pass their tickets on free of charge to their friends and family.</p>
		<p>7. Please could you ask the club to consider an approach to ticketing which allows equal opportunity? As it stands, the first come-first-serve process favours those who have access to computers at the time of release and can sit there for hours on end refreshing the screen. In comparison, those of us who work full-time in jobs that do not allow this flexibility are placed at a distinct disadvantage because by the time we log on to ticket sales they have all gone.</p> <p>I work and live in the local area, walking distance to Old Trafford. I have a son and we are trying to get to games, but this barrier prevents me from being able to access tickets. We are priority members, on the season ticket waiting list, but again they were all sold out by the time I had got back from work and realised there were some available.</p> <p>Perhaps a more equal approach would be to simply ballot ALL the games, which means that local people like myself who work full time would have more of a chance to get tickets for me and my son. Children do not have any form of fair representation around this issue because they are dependent on adults getting the tickets. That's all fine and well if your parent can afford to sit at the computer all day refreshing the screen when tickets get released, but it's hard going on those who do not have that privilege.</p>
		<p>8. How can an open ballot be fair when priority is given to members who have been to the most games? I am born and bred in Salford and been going to most matches home and away from the age of 4 (even skipping school) until I joined the army at 18. After 26 years' service I have retired and have renewed my membership as my daughter is a huge fan and I am able to commit to games again. How are we supposed to get to the big games when the ballot is biased? Not all true fans are able to go every week.</p>
		<p>9. I've just received the result of the Arsenal ballot and have been unsuccessful. This is fair enough, but what isn't fair is priority being given to members who attend the most matches, a rule which has apparently been agreed with the Fans Forum.</p> <p>It's all well and good changing ballot rules to suit the most regular attenders but everyone's circumstances are different - whilst I paid for membership throughout the pandemic, a friend that I attend matches with let his lapse until things back to normal. Due to this I only</p>

Topic	Speaker	Topic Notes
		<p>attended two matches last season, with my 10-year-old son. My mate has re-joined but what for if we're punished for not attending every home game? In the past I have attended hundreds of games, but as I've got older this has waned somewhat due to mortgages and kids. What hasn't waned is my love for United, but I don't feel that being reciprocated these days. Funnily enough, due to divorce I have more time on my hands and at a time when I would use that to watch United, I find myself at a disadvantage - how is that ever going to change with the same people winning all the ballots, which for some reason include teams such as Leeds these days? A ballot is a ballot - if you win, great. If you don't, fair enough. Get back to giving everyone the same roll of the dice.</p> <p>10. I have been a good season ticket holder and I have had to give it up due to being diagnosed as epileptic and I now cannot drive. Previously, when a member, there was a ballot, and it was win or lose. Now it's first come first served which proved impossible for any match this season. Then I find that the ballot is like a home match credit system, so it will be impossible for me to see a match. I understand trying to cater for the match going fans, but a system like this is incestuous as once you are in you are in. I would like the ballot system, fairly being reintroduced as a win or lose situation, or at least 20% of tickets made available for those that can't travel to every match.</p> <p>11. I am a season ticket holder based in Ireland. Unfortunately, I cannot get to all games so I can't I give my tickets free of charge to family and friends. Most of the guys I give my tickets to cannot afford tickets through official channels and through official ticketing partners. Below has been issued from the Customer Service team. "Following on from conversations with the Fans Forum, from the beginning of the 22/23 season all supporters who receive a forwarded ticket must be a member to be eligible to participate in ticket forwarding." I understand ticket touting is a concern and may be one of the reasons for this. I believe there are other means to combat this issue, and the main reason to ensure all tickets forwarded on need to go to members is purely for financial, and I strongly oppose, I would like to understand how other fans and ST holders feel, and I would like this discussed prior to the season begins, with the aim of reverting to same process as last season.</p> <p>12. As a result of the change to the ticket forwarding rules (i.e., you can only forward to a member), tickets can't be forwarded to season ticket holders (e.g. if as a result of someone else not being able to go, a group of Season Ticket holders may want to shuffle round their seats for a match). Whilst I can see why the rule regarding members has been brought in, I can't see why this ability for ST holders to forward between themselves has been removed. It seems like throwing the baby out with the bathwater.</p> <p>13. I am a platinum season ticket holder, having held it for 27 years and I sit with 3 friends. Before that we were LMTB holders. My first games were in the 74-75 season and have been in attendance ever since. I therefore feel I am qualified to have a view on this. I am concerned that the change in policy introduced for the coming season regarding sharing of my ticket with family and friends is both unfair and a step backwards as it will force ticket holders to find ways of sharing that doesn't the club with the details of the person attending. The fact that a person is not an official member does not preclude them from being a loyal and important supporter. Firstly, I have polled a limited number of season ticket holders, none were aware of the change in policy and how it would affect them, so as the season draws closer, I expect this to become more of an issue, given the early start to the season and the perennial issue with changes to K.O times. In my personal instance, mine and my friends' tickets are generally shared with my twin sons and a few close friends. The boys are currently 17 but have been coming to the game with me as often as they were able since the age of 5. It is unfair for me as a season ticket holder to now must pay for an additional 2 memberships. They have bought the shirts, eat the pies, drinks and sweets - everything associated with going to the match. They do not need to be members to enjoy supporting this club.</p> <p>14. Would it be possible to reconsider excluding MUSC members from the general sale of tickets? Understandably excluding from ballots is acceptable as the member has use of the MUSC ballot but excluding a paid up OneUnited member from accessing tickets in general sale where they may have a chance to secure a seat in a "better location" is a tad on the unfair side. They're on general sale for a reason, wouldn't it be fairer to allow them access to this also and not remove this because they have joined a branch? This will cause branch numbers to lessen due to the foreseen issue of not being given access to these "better seats" that someone who hasn't been say a loyal OneUnited member for years or branch member for years would be every bit as entitled to. I can't see that many people who make use of this overall, but it has meant MUSC members have left their branch or decided not to renew as a result, which is impacting our branches overall.</p> <p>15. Can you please ask for a review of the new system in which registered MUSC members may not buy tickets on sale for league matches, nor participate in ballots for category A games? The new policy means that members in branches with fewer than 50 members (as opposed to members and ST holders) are excluded from attending category A games. It also creates a barrier for smaller UK branches to recruit members: in fact my branch has lost long term match-going members since the policy has been introduced since they prefer the freedom of buying tickets anywhere in the stadium and we are no longer eligible to buy tickets for Category A games.</p> <p>16. Why aren't affordable tickets being released for any home games? Instead, as a premium member I am offered exorbitant hospitality packages ranging from £300-£1000?</p>
SK		<p>Having just renewed our two Season Tickets for myself and one of my sons, my other son and wife received text messages to say after discussions with the Fans Forum they need to be members in future to share access to our tickets. While I agree it's right to stop people profiting and touting tickets, this latest move by United is another burden on genuine fans. Due to work commitments and changes in match times to pamper to TV it suits us well as a family to share the two season tickets between myself and my sons. Under the new rules one son will need to become a member which over the season an extra £20 is not too bad. However, my wife who now only goes on rare occasions would also need to become a member. This last season she only attended one match (due to covid issues) and for this to happen next season she would have to pay an extra £20 for one game. I don't accept that there cannot be another way to accommodate genuine fans who wish to share tickets within a family without the need for every individual becoming a club member.</p> <ul style="list-style-type: none"> Whilst we still believe the purpose of a Season Ticket is for the registered holder to attend the majority of matches, following feedback from this forum, and as mentioned in my ticketing update, we have made a

Topic	Speaker	Topic Notes
		<p>number of changes this season to make more options available to Season Ticket holders who are unable to attend the occasional match (including returning these for a refund, donating to the MU Foundation and continuing the forwarding of tickets permitted to supporters following COVID-19.</p> <ul style="list-style-type: none"> • Similarly, we have received a number of complaints in recent seasons, again via this forum, regarding the limited availability of tickets to Official Members, therefore, this was at the forefront of our thoughts when finalising these three additional options when implementing these new policies. • As a reminder, the original request submitted to the club was that tickets could be forwarded to Official Members, this was approved, however, following COVID-19 we announced this would be expanded to non-members for the 2021/22 season only.
SK		<ol style="list-style-type: none"> 1. I will be 65 at the end of August but currently would have to pay full price for a Season Ticket because the cut-off date is 1st August. This would mean apart from a couple of games at the start, I would be paying full price for the whole season when I am 65. Could I buy an adult season ticket then get a refund to an over 65 at the end of August? 2. I am 65 on the 2nd August 2022, to my surprise I have had to pay “Full” price for next season as the cut-off date for O65 concessions is the 1st August! Even though there is not a game that I can attend until I am 65 years of age as the season does not begin until the 6th August, this obviously (to me) does not seem fair especially as the “Club Charter” quite clearly states that anybody who is O65 “Before the season begins” (not 1st August) is eligible for a concessionary season ticket, although the club have told me that I can buy concessionary priced tickets for any cup games! <ul style="list-style-type: none"> • Our terms and conditions are clear that the cut-off date for age categories is 1st August each season. We have shown discretion in the past with this and adjusted the date, but this had the reverse effect on fans moving to a more expensive price category. It is important that our ticketing policies are clear and transparent, so we therefore stick by the communicated dates. • It is important to note that any changes to this policy would have an adverse effect on a larger volume of supporters, for example if we honoured this request, then we would in turn charge those who turn 16, 19, 21 or 26 during the course of a season the relevant more expensive rate for any matches following their birthday. • One final point to note is that any payments taken after the age change are processed dependent on the supporter’s age at that time e.g. cup match, away match or other event tickets where applicable. For example a supporter turning 65 on the 15th August would pay the 65+ rate for all cup matches in that season.
SK		<p>Is it correct that if over 65 season ticket holders will forfeit their ticket if they don't personally attend 10 home matches? My dad has been attending home matches for 82 years and is now 95. Since the match day buses stopped running, he finds it very difficult to get away from the ground, especially after later kick offs as it is too far for him to walk He is prepared to pay for his season ticket even if he only manages to get to less than half of the matches he pays for.</p> <ul style="list-style-type: none"> • It important to 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. • As a reminder below is what was agreed ahead of the renewals cycle for this season: <ul style="list-style-type: none"> – <i>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.</i> – <i>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.</i> – <i>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.</i> – <i>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.</i>

Topic	Speaker	Topic Notes
SK		<p>Over the majority of last season, myself and two other family members sat together or near each other in the TRA. We have been told that we can't those seats as that area no longer exists for accessibility Amenity tickets. I find this very unfair, especially considering that the aim was to increase accessibility capacity. This area is the best for atmosphere and a great view which provides the option to stand. As I have cerebral palsy standing for me is better due to a curve in my spine.</p> <ul style="list-style-type: none"> In 2019 the Southwest quadrant accessibility facilities expansion was concluded, at this time, the family stand was in front of the wheelchair platform not TRA. As TRA are there now, and stand for large periods, it meant the supporters on the wheelchair platform have significant sightline issues as the platform was not designed for supporters to be stood in front of it. The current TRA section is not a designated or licensed standing area within the stadium. We are working with the local authority and the Sports Ground Safety Authority to help manage persistent standing to help ensure we minimise the associated risks. If a supporter needs to stand, then we can manage individual cases and seek to identify locations within existing designated licensed areas that have appropriate facilities and management plans. Last season, we had 14 seats in front the platform for those supporters who required the use of amenity / ease of access seats. When this issue came to light, we were not able to move these as there were no other amenity / ease of access seating available and therefore needed as the season had started and most games were already sold out. For each game, we spent a lot of time ringing those who had been allocated tickets in this area to explain that e.g. they would likely be required to stand for large periods of the game. For this season, we've relocated the x14 amenity / ease of access seating to other accessible areas of the ground to ensure the amount of amenity / ease of access remains at appropriate number and disabled supporters are not stood up all game, which is better for most disabled supporters entering the ballots.
SK		<p>I would like to raise that considering increasing costs of living, it is unfair for Disabled Adults to be charged the same rated for Season Tickets as normal Adults.</p> <ul style="list-style-type: none"> We are pleased to have an inclusive approach to ticketing policy and have spent a number of seasons gradually aligning policies for disabled supporters so that they are in-line with non-disabled supporters, as part of our commitment to the EHRC and other authorities in 2017. We therefore do not propose to review the prices or associated policies in relation to disabled supporters in isolation.
SK		<p>Can the club re-look at the away ticket returns process?</p> <p>I appreciate it is a difficult job/process and not everyone will be happy with whichever way it is carried out. However, the current online process isn't a fair system. Unless you have all day to sit in front of your phone, laptop, computer waiting for them to come on, you aren't going to be successful. That's preventing those with jobs who don't have access to the technology whilst working, those with jobs who don't have the time to sit waiting for them to come on and/or those who aren't as technologically savvy as others.</p> <p>The process needs re-looking at to make it fair across the board</p> <ul style="list-style-type: none"> We have operated a number of different ways to allocate returned tickets in the past, and due to the demand for away match tickets it is very difficult for all fans to agree on a process. We agreed to arrange a subgroup meeting to take place to discuss and propose alternative ways of allocating returned tickets in our last meeting which will happen in the coming weeks.
SK		<ul style="list-style-type: none"> Having travelled to Europe to a hundred plus away games I have travelled both independently and with the club. Since the days of MU travel overnight stays for games have slowly dwindled and have been few and far between, can we encourage the preferred provider to start facilitating this? Since the demise of MU travel, European away travel has been very poor i.e. not doing trips and no overnight trips (one day trips can be very draining and a lot of money for what is offered) I would like it see overnight trips brought back so it can be more relaxed and enhance the experience.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> Our Official Travel partner is Sportsbreaks.com who aim to provide a travel option for every European away game. Due to short notice for the Group Stage after the draw and the publicised demand for aircraft across the industry it was only possible for them to provide a trip for the game vs. Real Sociedad. However, we will raise this specific point and confirm ahead of future matches.
SK		<p>With the branch ticket allocations being in tiers two or three, this can cause rather unfair difficulties within my branch two or three times a season, as I have a family of three - two who have walking difficulties and use sticks to get around plus an under 16-year-old.</p> <p>I think it is totally unfair to ask and indeed expect them to get up to tier three [and down again]. I think they know that they could apply for the disabled section, but that means going into the ballot and more than likely be unsuccessful, so would miss the games they wanted to attend as the branch deadline would be past, so they apply through the branch and hope that they get a decent seat. Last season, however, tier three seemed to be the norm.</p> <p>With the new disabled facilities around the ground, is it not possible for a branch to register its 'disabled' members and be given use of such facilities a couple of times per season?</p> <ul style="list-style-type: none"> All match-by-match ticket allocations are located in the second and third tiers of the stadium to ensure that Season Ticket holders receive the best seating available. As we have discussed in previous Forum's and briefly mentioned in my update, we will continue to review the allocations of match-by-match tickets, including those for Supporters' Clubs during the course of this season. If MUSCs have disabled supporters travelling, we would request we are made aware of these supporters so we can contact them and ensure they are correctly categorised on our system to indicate specific needs and ensure that the most suitable type of seating can be provided. Over the course of the season there will be various releases of tickets in the first tier (for example from TRA, away fan allocations, or Season Ticket holders using the buy-back scheme), unfortunately these releases will not be in set seats, with no specific deadlines, and therefore cannot be held for the dedicated MUSC allocation. The MUSC ticket allocations have been discussed separately in sub-group meetings and we have agreed to reconvene once we have more data from this post-COVID season to decide on next steps.
SK		<p>If the club is going to start and buy back tickets for seats at a match you cannot attend, will this count towards the 10 Premier League matches you have to attend per season?</p> <ul style="list-style-type: none"> Yes. Forwarding, donating the cost of a ticket to the MU Foundation or returning a ticket for a refund all count towards match attendance.
SK		<p>How many times can a season ticket holder forward and receive away tickets in a season?</p> <ul style="list-style-type: none"> There is no limit to the number of times a Standard Pot season ticket holder can forward an away ticket to another eligible member. There is also no limit to the number of time a Loyalty Pot Season Ticket holder can forward an away ticket to another eligible member. But the Ticket Office will remove people from the Loyalty Pot at the end of the season if they have forwarded an away ticket more than 2 times. There is no limit on the number of games a season ticket holder (inc LP) can receive a forwarded ticket.
SK		<p>I have watched United since 1974 when I was a League match Standing Ticket holder then League match Seating Ticket holder from 1976 and the getting a Season Ticket in 1985 until now. On the 1st June I received a phone call informing me that both my Son and myself will be moved to a different area, the reason was ambiguous and we will have a choice of four areas.</p> <ul style="list-style-type: none"> Each season there are changes within the stadium, which occur for various reasons to address issues or satisfy contractual obligations that we are required to meet.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> Occasionally these changes will impact Season Ticket holder seats and we will discuss alternatives to find the most suitable seat as we understand the sentimentality of seats. In this scenario we are pleased to confirm only a small number of supporters were affected, and we all offered alternative seating within the same area. If supporters receive tickets which don't correspond to those they believe to have purchased, we encourage them to contact us so we can look into it on a case-by-case basis.
SK		<p>I am contacting you on behalf of a number of long-standing season ticket holders who sit in E stand E234 entrance. It concerns relocation for European games. My main point is that when we are relocated it is always to a seat worse than our existing seats, each time we are moved I contact the Ticket Office and move to whatever "better" seats are available. I feel that as long-standing Season Ticket holders we should be given preference to choose a seat before they are offered on general sale to members as we normally have to take what is left over. Today I received a relocation email advising me I have been moved to the back of the NW quadrant, I phone club to request a move, waited in queue for about half an hour, then requested call back which happened an hour later, was told no seats available in tier 1 and that I would have to go onto website to select alternative seats, add to basket and then phone back to complete switch</p> <p>I strongly feel we should have first choice being as we are the ones being inconvenienced in the first place. I know there are a number of other long standing season ticket holders (20-30 years) who feel the same way. It doesn't feel that our loyalty to the club over decades is being rewarded in the right way. It doesn't seem right to have to go through this process for every or at least most European matches.</p> <ul style="list-style-type: none"> For cup games, we are required to provide seats for visitors, press, competition organisers and their partners in order to compete in the competitions. There are some areas which are more at risk of being relocated, which is flagged to all Season Ticket holders ahead of each season. We always relocate fans to an equivalent or higher priced seating area (for example these tickets were relocated to unused Executive Club seats) but understand that each supporter's preferences are different and there may be occasions where individuals are not satisfied with their new seat. It is also a regular occurrence that European teams request tickets, and then do not sell them providing late notice, in this scenario (which again was the case with these tickets for the Sociedad game) we move supporters back to their original seats. We will look into the specifics of this case and see if any improvements can be made for future matches. Unfortunately, given the timing of the draw and first game, as well as indecisiveness from the visiting club, we were very limited with options but believe we did offer the best available seating.
SK		<p>I'm a Season Ticket holder in the Family Stand with my daughter. She enjoys going to the games, but the evening games that will be followed by a school day can be difficult to take her to. These didn't used to count towards the limit on transferring tickets that used to be in place. The current rules are that she must attend at least 10 games in person. This sounds reasonable; however, I've noticed that we've had the Liverpool game on a Monday night at 2000 which I transferred to another fans name and I attended with an adult in her place. And we're going to have Spurs at 20:15 on a Wednesday night. That one will be during school time, so it'll be a bit too late for her. If we get a greater frequency of evening PL games after the group stage of the Europa league it will eat into the tolerance of the number of games that she'll be allowed to not attend in person and retain her season ticket. If games we're during the day on weekends she would almost never miss a game. Is this something that the club will keep an eye on and be willing to make further allowances should the amount of evening games significantly increase during this season?</p> <ul style="list-style-type: none"> The Premier League does limit how many games are played in the evenings, so the current requirement to personally attend 10 games would not be impacted by this. If the requirements or number of midweek games change in the future, we will consider this. As a reminder, if any supporters do miss 10 or more games, they will all be offered the right to appeal.

Topic	Speaker	Topic Notes
SK		<p>I would like to know why when the loyalty pot has reduced to a mere third of its original size yet our success rates have dwindled from an original 88 percent success rate to a now 82 percent success rate? Considering no other club treats its most loyal fans with a punishment rather than a showing of gratitude that we loyalty pot members show with our constant travel and dedications etc.</p> <ul style="list-style-type: none"> • Our historical commitment to those supporters who are in the Loyalty Pot is to offer a minimum of an 80% success rate. We have never dropped below this number, in recognition of the loyalty showed by these supporters. • Loyalty Pot members have a much higher chance of getting tickets for away games compared to any other supporter group. The figures published on the website are from once the game has taken place, and the total allocated per group is based on who has for example cancelled a ticket, forwarded a ticket to another supporter etc. rather than how tickets were initially balloted. Further to my update earlier, now we are undertaking ticket collections lots more supporters are forwarding and cancelling tickets which will not have been the case historically.
RA		<p>Despite losses of £92m in the year to 30th June 2021 and £44.7m in the nine months to 31 March 2022, the club paid dividends in July 2021 and January 2022 totalling over £20m. It has just announced a further dividend of over £10m payable in June 2022. How can this be justified given the losses? Given the club had a retained deficit of £13.6m in June 2021 and £85.9m in March 2022, were these payments legitimate?</p> <p>Could the Club set out what the Company Dividend policy is? I note that this year MUFC was the only Premier League Club to pay a dividend to its owners, despite an incredibly poor year. Why?</p> <ul style="list-style-type: none"> • Dividends are a mechanism for providing a return to investors, including pension funds and thousands of small investors and fan shareholders, based on long-term profitability. While the pandemic has impacted recent financial performance, we were consistently profitable in the years beforehand and we expect to be again in future. • Our 5-year average dividend yield of 1.1%, compares with average of 1.7% for S&P 500 and 3.9% for FTSE 100 companies. • Our dividend policy is subject to annual review by the Board of Directors.
RA		<p>There is concern over the clubs betting partner and whether it is involved in permissible activity providing online betting in China. Who is HTH bet? Who is the beneficial owner? Is this a Philippine registered company? If not, where? Is it providing online betting services into China where gambling is illegal? Why is HTH advertising in the Chinese language on electronic hoardings at OT (and not the Philippine language, Tagalog)? What due diligence did United perform into this company?</p> <ul style="list-style-type: none"> • We do not, as matter of policy, disclose regulatory or ownership information on behalf of partners. However, HTH complied with all relevant UK laws and regulations through its licence held via TPG Europe. • HTH is no longer a partner of Manchester United.
RA		<p>Has Mr Woodward been retained on a consulting contract (or is there a plan/proposal to do so)?</p> <ul style="list-style-type: none"> • Mr Woodward has not been retained on a consultancy basis and has no ongoing role with the club.
CR		<p>Please confirm that no casinos will be considered as part of the proposed re-development of OT and the land around it.</p> <ul style="list-style-type: none"> • We have not yet reached the stage of detailed planning for the land around Old Trafford, however, a casino is not currently under consideration.

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RA		<p>With rumours of a takeover, will the club continue to work towards all fans having a say in the future of Manchester United and decisions that affect fans - including working towards a 50+1 ownership model ultimately, or will this all be abandoned should the current owners sell. How is the safeguarding of fans going to be ensured around any new ownership model?</p> <ul style="list-style-type: none"> • Through the proposed issuance of a new class of Fan Shares, we are committed to creating a path for fans to build an ownership stake in the club. • Together with the Fans' Advisory Board and Fans' Forum, the proposed creation of Fan Shares will further strengthen the role of fans at the heart of the club and ensure that fans' opinions are heard and reflected. • We cannot speculate on what would happen in the hypothetical event of a change of ownership.
RA		<p>Noting that the absolute level of debt is the same as at the time of the takeover, is it the objective of the Club to ultimately reduce the debt to zero, or not? If not, why not?</p> <ul style="list-style-type: none"> • Our debt is affordable and has not impacted investment in the team. • We cannot speculate about future financial strategy, but the club has always remained compliant with the terms of its borrowings and intends to do so in future.
RA		<p>Could the Club update us on the recent speculation about the Glazers bringing in additional minority investors? Can the Club advise whether it will apply any ethical tests to the sources of those funds?</p> <ul style="list-style-type: none"> • As a matter of policy, we do not comment on speculation over the ownership of the club so it's just not something I can get into here.
RA		<p>Can the club stop dithering with transfers we were all very aware that Ten Hag wanted Frankie de Jong as his number one transfer. If he doesn't arrive, this is a reflection that the change at the top has had little impact on support for the manager's choices in transfers. Every previous manager since Sir Alex has voiced the same criticism that the players, they wanted were not the ones to arrive.</p> <ul style="list-style-type: none"> • This summer saw a club record level of investment in new players during one transfer window and all the players brought in were wanted by the manager.
JL		<p>Lift access to T3 - What arrangements are in place to enable those supporters with limited mobility access to the lift on match days?</p> <ul style="list-style-type: none"> • We recognise that lifts should be available for supporters who may have additional mobility needs and that by ensuring that the lifts are not overused which would lead to delays with supporters with additional mobility needs. We reviewed the situation at the start of the season and introduced lift passes so that supporters in the North stand can have access and additional support when needed. A communication was sent to supporters to inform them how to apply for a lift pass. • Please be assured that we will assess all responses from Season Ticket Holders on an individual basis to identify a suitable solution for those supporters who have specific access requirements. • We feel by making this decision, it will allow supporters who must use the lift to access seats, or those supporters who may need to use the lift for other reasons, a better opportunity to enter the stadium. This change in process will assist in reducing congestion, improving match day experience, and creating a safe environment for all our supporters and colleagues present in that area.
JL		<p>The stewarding outside the TRA section of the ground is causing problems as it is totally ineffective. As the crowd queues up and the line grows, despite there being a dozen stewards (non-United ones) stood there they stand chatting and do not stop people joining at the end of the short metal barriers that are put there, which is close to the front. This is leading to fans becoming irate. Can something be done about this?</p>

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		<ul style="list-style-type: none"> Each turnstile block has a queuing and management system in place to ensure safe and smooth entry for supporters. We had planned to review this turnstile system against Leeds but following the postponement of that fixture we will now review at our next home fixture and make any changes that are needed to ensure smooth entry at all times.
JL		<p>The Manchester Suite Lower Bar needs additional TV screens to keep fans there informed on team selection etc.</p> <ul style="list-style-type: none"> We will review arrangements to make sure key matchday information is as visible as possible including starting line-ups. As you may appreciate it is not always easy to add in additional TV screens in congested busy suites, especially those where there is existing wall art in place. Where appropriate we will install additional TV screens.
JL		<p>Could Sky Sports be shown on the concourses as well as MUTV? If not, why not?</p> <ul style="list-style-type: none"> The option to show Sky Sports is available and can be reviewed on a match-by-match basis. There are many factors to be considered in relation to what is shown on the concourses as particular matches may cause extra interest and may lead to unplanned movements of people attempting to see the match or may lead to congestion around the TV's during times of excitement.
JL		<p>Now that 'Safe Standing' appears to be introduced in certain areas of the ground to appease the fans that wish to not be seated, what will the club do to now protect disabled or partially disabled people that don't elect to be seated within the disabled section, but suffer because the majority of fans in many parts of the ground simply refuse to sit down at any point and the stewards ignore them as there are so many standing?</p> <ul style="list-style-type: none"> Manchester United are working closely with TMBC and the SGSA to tackle areas of persistent standing. Other than in the regulated areas of barrier seating standing is not permitted and will continue to be addressed by stewards. Supporters who are experiencing difficulty should speak to the nearest steward or use the stadium "Text Action" system to bring the problem to the attention of the control room directly so that extra action can be taken in the affected area.
JL		<p>I must say the club did a good job in restricting the announcements/ no music, at last night's game, it was very respectful under the circumstances. However, in the hour before kick-off and at half-time, what a pleasure it was to have a conversation without needing to strain to hear people over the din! I think if you surveyed Season Ticket holders, they would in general agree, there is no need for the sound system to be so loud, so many tracks played, so many announcements from Alan Keegan. Please request the track sound be turned down, and the nonsense ""Glory Glory"" song at half time be stopped? It would make the experience so much more enjoyable without having to suffer the noise and straining to speak to anyone. And as last night proved when kick off approaches, the natural noise created by the chants still gives the atmosphere, there's no need for the music.</p> <ul style="list-style-type: none"> We are constantly looking at how we can enhance the overall fan experience at Old Trafford and appreciate the feedback from our fans. We recently shared a survey with fans to complete as we look at fan experience activations as we explore Old Trafford master planning options. As part of this survey, we asked several questions regarding matchday entertainment – the response will help inform our long-term view in this area of matchday delivery.
JL		<p>There are currently no subtitles on these TV's and consequently at full time due to the chatter of people the pundits, the manager being interviewed etc cannot be heard much to the frustration of the fans. Can the subtitles facility please be provided on the Manchester Suite Lower Bar TV's? I understand it is available in other facilities and bars.</p>

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		<ul style="list-style-type: none"> We will review the use of subtitles across our TVs in the stadium in busy and loud spaces.
AJ		<p>There are 15 members of the MUFC Fans Forum, and not a single one of those is from an ethnic minority, despite that being a significant proportion of the Man Utd fan base. As a lawyer and Man Utd fan, I think this is absolutely unacceptable.</p> <ul style="list-style-type: none"> The lack of ethnic diversity among the FF and FB is something we are aware of and are committed to working on. We appreciate we do not have any members from a South Asian or Black background on our Fans' Forum, however, we do have members who represent other ethnicities, backgrounds and protected characteristics. We have recently engaged with the FF and FAB to complete an EDI monitoring questionnaire to help us better understand our diversity and strive to be more equitable. With that, the Club Senior EDI Partner will support the Head of Fan Engagement with the recruitment processes for FF and FB in the future. Furthermore, we will also undertake an EDI review on the FF and FB to ensure we are applying a lens of intersectionality to this area of work.
AJ		<p>As a black woman of 54 years, who is representing my experience? Not one person of colour represented scandalous. Is my experience the same as yours? You cannot be if you don't see.</p> <ul style="list-style-type: none"> The representation of FF and FB is something that the Club will work on. However, whilst it is important to understand the lived experiences of our fans and their backgrounds, we also have to value the knowledge and diversity of thought our members bring and the expertise the Club has in this area. Unfortunately, it is not always possible to have representation from everyone. The Club champions diversity, promotes inclusion in our work, and acknowledges we need to explore other ways to gather insights from our fan base.
RM		<p>How can I become a member of this great forum?</p> <ul style="list-style-type: none"> Future vacancies for the forum will be communicated via club channels including the club app. We expect the next vacancies to be open for application at the end of this season as some members reach the end of their tenure.
RM		<p>I note that Rick McGagh has been appointed the new head of fan engagement and started in his role in April. I've looked on the club website but cannot find any contact details for Rick. I would have thought these details should be published and available for all supporters as surely Rick's major role is to communicate/engage with supporters?</p> <ul style="list-style-type: none"> Rick's email address is rick.mcgagh@manutd.co.uk. Rick's primary role is to provide strategic advice to colleagues and teams across the club to ensure fan voice and views are considered at an early part of our decision making process. We would encourage fans to contact representatives of this forum with suggested topics of discussion and to raise any operational issues with our Customer Care team in the first instance.
CR		<p>Could we have an update as to the current thinking on how the stadium plans will be financed? I think fans would be extremely concerned if the debt grew as a result. Will the Glazers consider actually investing fresh equity themselves?</p> <ul style="list-style-type: none"> At this stage, we have not concluded our funding strategy, given we are only at initial feasibility – this will be more of a focus at phase 2. However, it is clear that any project of this size & nature will require significant investment, but you can be assured that this will be managed in a responsible and balanced way. It should also be noted that the impact of recent global events needs to be carefully considered, with significant volatility in the construction industry, plus fans will appreciate that investment on the pitch has also been, and will always be, a priority for us.
CR		<p>Can you please tell me if an agreed partner/designer/architect has been selected for the Stadium expansion, the timescale for the project and the amount of extra seats to be added and the cost?</p>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none">As per the updates above, Legends (business planning lead) and Populous (design lead) are heading up a team of consultants working on the masterplan. We are currently at initial feasibility stage, and further work is required to determine our preferred option before moving to phase 2, which will be more focused on design. Although timescales are uncertain, we expect phase 2 to last about 9 months, following which we can move to finalisation & planning, which could take up to a further year. It is only then that we will be able to appoint partners for the construction & delivery phase. These timings are in line with industry best practice – as you will appreciate, we need to take time to get it right, and it is not a quick fix. In relation to the number of extra seats & cost, it is too early to give any definitive details in this regard, but we are working through various options.