

**Manchester United  
Fans' Forum Agenda  
Thursday 18<sup>th</sup> April 2024**

**Forum Members Present**

Mobolaji Alabi	Official Member Rep
Zygmunt Baranski	Loyalty Pot Season Ticket Holder
Chas Banks	MUDSA Rep
Luca Black	Under-21 Rep
James Coatsworth	Season Ticket Holder Rep
Duncan Drasdo	Covering ISLO Rep
David Field	Family Stand Rep
Deborah Henry	Women's Team Rep
Dips Jandu	Season Ticket Holder Rep
Carly Lyes	Local Resident Rep
Fiona Lynch	UK Membership Rep
John Massey (Virtual)	Executive Club Rep
John-Paul Monck (Virtual)	Overseas Members Rep
Eric 'Naj' Najib (Virtual)	Rainbow Devils Rep
Demetris Nathanael (Virtual)	Overseas MUSC Rep
Zeeshan Qumer	Under-21 Rep
Chris Rumfitt	MUST Rep
Mick Thorne	MUSC Rep

**Club and Foundation Officials Present**

Patrick Stewart	Interim Chief Executive Officer
Collette Roche	Chief Operating Officer
Sam Kelleher	Director of Supporter Services
Rick McGagh	Director of Fan Engagement
Matthew Johnson	Director of Operations – Manchester United Foundation
Andrew Ward	Director of Media Relations and Public Affairs
Nicola Wellington	Fan Communication Manager

**Agenda**

- 14:00 – 14:05: Welcome and introductions
- 14:05 – 15:00: Club updates
- 15:00 – 15:45: FF Reps questions / topics to be raised
- 15:45 – 16:15: Pre-submitted questions
- 16:15 – 16:30: A.O.B.

Topic	Speaker	Topic Notes
<b>Apologies</b>	CR	<ul style="list-style-type: none"> <li>• Keith Coutts, John Shiels, Ellie Norman, Jim Liggett</li> <li>• We would all like to send Keith our best wishes for a speedy recovery</li> </ul>
<b>Minutes of Last Meeting</b>	CR	<ul style="list-style-type: none"> <li>• The minutes of the December meeting were circulated, approved by reps, and published on the club website.</li> <li>• The next meeting is due to take place in June and information about deadlines for question submission will be advertised on our website <a href="http://manutd.com/fans">manutd.com/fans</a>.</li> </ul>
	PS	<ul style="list-style-type: none"> <li>• A lot always happens at Manchester United from one quarter to the next, but that's particularly true of the past four months since this forum last met in December.</li> <li>• Most significantly, on December 24, we announced the agreement for Sir Jim Ratcliffe to buy 25% of the club's A and B shares, and invest a further \$300m of fresh capital into the club.</li> <li>• As part of the deal, it was agreed that INEOS would take responsibility for management of football operations, and take two seats on each of our PLC and football club boards.</li> <li>• The transaction was completed on February 20, and since then we have been busy implementing the new ownership and leadership structures.</li> <li>• Even before completion, we announced the appointment of Omar Berrada as our new CEO, joining from Manchester City, where he was Chief Football Operations Officer.</li> <li>• Omar comes with a strong record of successful leadership across both football and commercial areas at City Football Group, and before that Barcelona, so we are really looking forward to welcoming him to the club when he starts in mid-July. I will be continuing as CEO on an interim basis until then.</li> <li>• Other senior appointments will follow, including at Carrington, as we look to put the right people and structure in place to drive high-performance on the pitch.</li> <li>• As part of these changes, we recently announced the departure of John Murtough from his role as Football Director, and I would like to put on record our gratitude for his service to the club over the past 11 years.</li> <li>• Together with Nick Cox, John was integral to the turnaround in our Academy which we've seen bearing fruit over the past couple of years, with the Youth Cup win in 2022 and the subsequent first team breakthroughs of Alejandro Garnacho and Kobbie Mainoo.</li> <li>• Our Under-18s wrapped up their league title this week, ending a run of four straight league titles for Man City in that age group – so congratulations to the players and staff on a really positive sign for the future.</li> <li>• We have a chance to add another trophy in the U18 Premier League Cup at Leigh next Tuesday – so get along to LSV to support the boys if you can.</li> <li>• John also deserves credit for the progress of our women's team in six short years since it was created, finishing second in the WSL last season and now looking forward to a second consecutive FA Cup Final next month after Sunday's brilliant win over Chelsea.</li> <li>• Hopefully, we'll also have a men's FA Cup Final to anticipate if we can beat Coventry on Sunday, so it's great to be reaching the final weeks of the season in contention for silverware across our men's, women's and Academy teams.</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• That said, it's been a bumpier season than we would have liked, particularly for the men's team. We all recognise that, while there have been some fantastic high points, hopefully with more to come, we have not been reaching the levels we expect of ourselves often enough.</li> <li>• We can all see some of the reasons for that, with so many injuries and other setbacks over the course of the season. But we're not looking back, we're looking forwards with optimism to a period of positive change under the new ownership structure.</li> <li>• We're hard at work with Erik planning for the pre-season tour of the US and with him and the recruitment team for the summer window to ensure that we can compete as strongly and consistently as possible next season.</li> <li>• But, before then, there's still lots to play for this season and I know that you and the rest of our brilliant fans will keep getting behind Erik, Marc and the players during what promises to be an exciting final month of the campaign.</li> </ul> <p><b>JC acknowledged JM's achievements and thanked JM for his engagement with the Fan Forum and willingness to openly communicate with Fan Reps.</b></p> <p><b>CRu asked for more definition regarding the role of INEOS as they were originally announced to be responsible for football and not commercial areas. PS recognised that the INEOS role within the club is evolving, and football cannot work in isolation; all club stakeholders are working together.</b></p> <p><b>CL asked if there will be Glazer representation at future Fans' Forums. PS and CR confirmed there is an ongoing commitment to attending the Fans' Advisory Board; attendance at a Fans' Forum would be an additive not a requirement.</b></p>
<p><b>Main Forum Introduction</b></p>	<p>CR</p>	<p><b>Old Trafford regeneration</b></p> <ul style="list-style-type: none"> <li>• Since the last meeting, we have really stepped up the work being done to explore options for developing Old Trafford – both in terms of the stadium, and, importantly, regeneration of the surrounding area, with benefits for fans, the local community and wider region.</li> <li>• As you will be aware from our communication around these plans, there are two options which are now being considered.</li> <li>• The first option is to redevelop the current stadium, which would; focus primarily on building a new world-class South Stand, as well as refurbishment of the other three stands.</li> <li>• The alternative would be to build a new stadium on our footprint, which could significantly increase capacity, and deliver a world-leading stadium and experience for fans, the team, and other stakeholders.</li> <li>• To guide this project forward with these two options in mind, the Old Trafford Regeneration Task Force has been established, bringing together local leaders and national experts to examine how stadium development can support renewal of an area of the city with rich industrial history and huge potential for the future.</li> <li>• The task force has been purposely set up at arms lengths to the club to provide independent guidance and Lord Sebastian Coe, former Chair of the organising committee for the 2012 London</li> </ul>

Topic	Speaker	Topic Notes
		<p>Olympics, and current President of World Athletics will Chair the meetings.</p> <ul style="list-style-type: none"> <li>• Other members include Andy Burnham, Mayor of Greater Manchester; Sara Todd, Chief Executive of Trafford Council; Gary Neville and Duncan Drasdo, the CEO of MUST.</li> <li>• Working in synergy with Trafford Council's Trafford Wharfside Framework, the project aims to support revitalisation of the area between Trafford Park and the banks of Salford Quays and support the 'levelling up' agenda to drive investment in the north of England.</li> <li>• The task force met for the first time on Monday at Old Trafford to begin to assess the feasibility of these options, with the aim of making a recommendation later this year.</li> <li>• This is a complex and ambitious project that stretches beyond the stadium – with the aim of delivering social and economic benefits for our diverse local community and the wider region.</li> <li>• We want to hear from the full range of voices and perspectives from the community and beyond as we build a shared plan to deliver against those objectives and, now the task force has met, we will start to communicate how we will conduct this consultation, including Fan's Forum and local community.</li> </ul> <p><b><i>CL highlighted whilst there is growing excitement for local development, this is coupled with rising trepidation given the disruption caused by ongoing works within the Stretford area. CL emphasised the importance of the club directly communicating with local residents - not just local fans - and not relying on mediators e.g. local councillors or Fan Reps. CR agreed and also offered to look for opportunities for the FF local rep to attend sessions with local stakeholders.</i></b></p> <p><b><i>JM relayed personal concerns regarding loss of history at Old Trafford if the stadium is torn down. CR assured the forum that the club is considering all avenues for stadium delivery and Fan Rep feedback and input is what the club needs and welcomes to proceed. CRu urged for younger fans to be included within consultations. CR agreed.</i></b></p> <p><b>Summer works</b></p> <ul style="list-style-type: none"> <li>• There is a full programme of maintenance and improvements planned for the summer at Old Trafford, in addition to finalisation of existing projects.</li> <li>• Enhancements planned this summer include: <ul style="list-style-type: none"> <li>○ Expansion of rail seating (c1.3k seats to be added in NW Quadrant, bringing the total provision across the stadium to &gt;7k), providing enhanced safety &amp; matchday experience.</li> <li>○ Reconfiguration of the seating bowl in selected areas, allowing more fans to attend matches &amp; providing enhanced atmosphere.</li> <li>○ Selected concourse Kiosk refurbishments, providing improved product range (including draught beer) &amp; enhanced fan experience.</li> <li>○ Upgrade of our digital ticketing system (in-app ticketing), providing enhanced security &amp; a reduction in illegal touting.</li> <li>○ Various other maintenance works &amp; site improvements</li> </ul> </li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• The removal of hospitality seating is one of several measures taken over recent years to “Reclaim the Stretford End”, and there will be an increased youth provision in that area next season, which should help to further enhance the atmosphere.</li> <li>• This work also includes refurbishment of a number of hospitality suites and boxes which will deliver an enhanced experience for fans and guests, as well as the completion of two new suites in NW Quadrant. These new suites will, in part, help to accommodate some of the guests which need to relocate due to the removal of hospitality seating from the Stretford End this summer (overall there will be a net decrease of 450 hospitality seats next season).</li> <li>• At Carrington, after last summer’s focus on the new women’s team and Academy facilities, this summer’s priority will be refurbishment and upgrades to the main building, which is home to the men’s first team. The focus will be on enhancing the environment for our players and staff to support high performance. We are currently working on plans and will give more details at the summer meeting.</li> </ul> <p><b>Pre-season fixtures</b></p> <ul style="list-style-type: none"> <li>• All games for pre-season 24 have been announced, except our plans for the last weekend prior to the start of the new season as this is pending our results in the FA Cup, which will determine potential participation in the Community Shield.</li> <li>• We will start with games against Rosenburg in Trondheim and Rangers in Edinburgh, followed by three games in the USA.</li> <li>• We are looking forward to taking the strongest team possible to California for a week-long training camp, and from this base we will play two strong fixtures in the Golden State: in LA vs Arsenal and in San Diego vs Real Betis.</li> <li>• On our way back home, we’ll then take on Liverpool FC in South Carolina.</li> <li>• Our games in Norway and South Carolina are already sold out, while the one in Edinburgh is on course to sell out.</li> </ul> <p><b><i>ZB thanked the club for actively looking at ways to reduce prices for fans to purchase tickets during tour and pre-season.</i></b></p> <p><b><i>CL asked, in reference to the net decrease in hospitality seats, if the loss in revenue will pass back to general admission ticket holders. CR assured the club always strives to do the right things by fans and reduce economic pressures where possible; the 5% increase in Season Ticket prices next season was the result of inflation and rising operating costs. SK relayed that hospitality areas have also seen a price increase.</i></b></p> <p><b><i>JC requested the working stadium capacity for next season. CR and SK indicated stadium capacity is set to increase as a result of filling void areas, including East Side vomitories, and better ways to install safe standing sections. DD asked about the areas taken up by 3D cameras. SK advised the cameras located in the home sections were replaced, still used by broadcasters, and reviewed every summer.</i></b></p> <p><b><i>PS departed.</i></b></p>

Topic	Speaker	Topic Notes
Fan Engagement	RMc	<p><b>For discussion – potential FA Cup Final</b></p> <ul style="list-style-type: none"> <li>• Without tempting fate, we have to have a plan in place should we beat Coventry on Sunday and progress to the men’s FA Cup final</li> <li>• Last year you will recall that to help reward our loyal fans we gifted everyone a free bucket hat. And at the Carabao Cup final a free scarf.</li> <li>• Both these initiatives landed very well with fans and also helped turn Wembley red.</li> <li>• This year we considered a range of options (which to be honest are quite limited in terms of what can be given out at Wembley) including pin badges.</li> <li>• However, we thought this was a good opportunity to do something a bit different and to really show how important our younger fans are.</li> <li>• Wembley traditionally only offers under 16 concessions a £10 discount on tickets. For the FA Cup final that means the likely price bands (based on 2023 prices) for an u16 fan would be £35-£135 for standard tickets.</li> <li>• We therefore propose that we subsidise the price of tickets for our u16 season ticket holders by £30 per ticket, meaning young fans can attend the final for as little as £5.</li> <li>• This would also help families who will have paid for semi-final tickets and season ticket renewals as well as travelling to Wembley.</li> <li>• In addition to this we would also give out free flags in the away end to create a wall of red.</li> <li>• Please share your thoughts on this initiative or if you have any alternative suggestions. We need to decide today so we can go out with information on Monday morning – and please do keep this confidential until then.</li> </ul> <p><b><i>JC supported the proposal as a lasting legacy for the club, whilst acknowledging that a subsidy may encourage leagues to keep prices at a higher rate, unless the subsidy is coupled with a lobby. RMc confirmed external communications will place emphasis on the current costs for under-16s.</i></b></p> <p><b><i>DF voted for the proposal acknowledging the ongoing disparity in prices between leagues and highlighted the need for delicate communications due to the focus on only younger generation amidst a wider fanbase. RMc and CRu agreed that investing in the younger generation would largely be welcomed.</i></b></p> <p><b><i>DH highlighted no such subsidy has been offered to women’s team supporters for the women’s FA Cup Final, as a largely familial fanbase. DH also acknowledged the starting prices are lower compared to the men’s tickets with tickets for juniors starting at £5.</i></b></p> <p><b><i>CR emphasised the importance of consultation with the Fan’s Forum for this proposal and the value of their feedback. CR highlighted the importance the club places on messaging and SK advised to update the forum pending FA approval to proceed with the proposal.</i></b></p> <p><b><i>FF reps unanimously agreed they supported this initiative for young fans and thanked RM for tabling.</i></b></p>

Topic	Speaker	Topic Notes
		<p data-bbox="501 114 815 147"><b>Ian Stirling Fan Award</b></p> <ul data-bbox="549 174 1461 645" style="list-style-type: none"> <li data-bbox="549 174 1461 275">• From today, season ticket holders, executive club members and official members can nominate other fans for the Ian Stirling Fan Award 2024.</li> <li data-bbox="549 286 1461 353">• This award was launched last year in memory of our great friend and Forum member Ian who passed away last March.</li> <li data-bbox="549 365 1461 465">• We encourage fans to nominate individuals who have gone above and beyond in their support of the club, their fellow fans or their local community.</li> <li data-bbox="549 477 1461 577">• Full details on how to nominate someone are available on our website and the winner will be announced at our end of season awards night.</li> <li data-bbox="549 589 1461 645">• We will work with the Fans' Forum and Fan Advisory Board to select the winner.</li> </ul> <p data-bbox="501 712 692 745"><b>Fan pitch day</b></p> <ul data-bbox="549 772 1461 1064" style="list-style-type: none"> <li data-bbox="549 772 1461 840">• We are delighted to offer our loyal fans the opportunity to play on the hallowed turf at Old Trafford next month in our fans pitch day.</li> <li data-bbox="549 851 1461 985">• We have spaces for season ticket holders, members of the loyalty pot, executive club members, official members, official supporters' clubs and fan groups for this once in a lifetime opportunity (player and managerial roles are on offer for fans on the day)</li> <li data-bbox="549 996 1461 1064">• This summer over 100 fans will have the opportunity to fulfil their childhood dreams of scoring at the Stretford End!</li> </ul> <p data-bbox="501 1120 703 1153"><b>Crystal Palace</b></p> <ul data-bbox="549 1180 1485 1765" style="list-style-type: none"> <li data-bbox="549 1180 1485 1281">• We share your frustrations with the scheduling of our Premier League fixture away at Crystal Palace (bank holiday Monday at 8pm)</li> <li data-bbox="549 1292 1485 1393">• We have written to the Premier League to outline our concerns and to ask for greater consideration to be given to match-going fans when agreeing kick off times with broadcasters.</li> <li data-bbox="549 1404 1485 1505">• We know the value away fans bring to Premier League games, and the incredible support our travelling Red Army gives to the players and manager.</li> <li data-bbox="549 1516 1485 1650">• We are pleased to be offering free coach travel to fans with a match ticket and thank our partner adidas for their support on this. Coach places can be booked now via our official coach partner One Club United.</li> <li data-bbox="549 1662 1485 1765">• We know not all fans will want to travel on a coach from Old Trafford, so we are also entering all ticket holders into a draw to win a signed shirt in recognition of their efforts to attend this game.</li> </ul> <p data-bbox="501 1825 1461 1892"><b><i>Fan reps placed on record their support and thanks for this initiative and for MUFC writing to PL to highlight fan frustrations.</i></b></p> <p data-bbox="501 1919 608 1953"><b>Tour 24</b></p> <ul data-bbox="549 1980 1461 2119" style="list-style-type: none"> <li data-bbox="549 1980 1461 2047">• We are delighted to be returning to Norway, Scotland and America again this summer as we prepare for the 24/25 season</li> <li data-bbox="549 2058 1461 2119">• We are working with our official supporters' clubs to put on various fan events and were delighted to be able to secure an exclusive</li> </ul>

Topic	Speaker	Topic Notes
		<p>allocation of tickets for our official clubs in those countries at the lowest ticket prices.</p> <ul style="list-style-type: none"> <li>• The pre-tour activity kicks off next weekend when Juan Mata will be travelling to San Diego (ahead of our game v Real Betis on Tour) where he will watch our Premier League game against Burnley with our official supporter's club.</li> </ul> <p><b>Official Supporter's Clubs</b></p> <ul style="list-style-type: none"> <li>• Our global network of official supporters' clubs continues to grow, and we are delighted to have recently passed the 300 club mark.</li> <li>• We have recently welcomed 8 new clubs in America, including our first club in South Carolina ahead of our upcoming match v Liverpool.</li> <li>• Since we last met we have held a further 3 Warm-Up events for our supporters' club members, featuring United greats Alex Stepney, Gary Bailey, Lou Macari, Sammy McIlroy, John O'Shea and Quinton Fortune. These events have been a huge success and as well as fans having the opportunity to meet and listen to United legends have also raised lots of money for the MU Foundation. The events have also been greatly supported by Cadbury, Sportsbreaks, adidas, Casillero del Diablo and WOW HYDRATE.</li> <li>• In February we were delighted to travel to Malta to join the 65<sup>th</sup> birthday celebrations of our oldest supporters' club. This included the opening of a new exhibition at their clubhouse related to the Munich Air Disaster and the planting of 65 trees to commemorate this incredible milestone. We congratulate and thank everyone involved in this club for their incredible support.</li> <li>• We also recognised anniversaries for our Germany (40<sup>th</sup>), High Peak (25<sup>th</sup>), Pakistan (10<sup>th</sup>), Leamington Spa (50<sup>th</sup>) France (20<sup>th</sup>) and Oxford (50<sup>th</sup>) clubs and presented them with framed signed shirts pitch side at Old Trafford before recent games.</li> <li>• We continue to support the growth of our Youth Supporters' Club who now have over 1500 members aged 16-25. This included a 5-a-side tournament at Old Trafford and a meet and greet with several players over a game of table football at Carrington.</li> <li>• Members of our SC were also welcomed to an exclusive online Q&amp;A with United legend Wes Brown last week courtesy of Sportsbreaks.</li> </ul> <p><b>MUW</b></p> <ul style="list-style-type: none"> <li>• Last week we were delighted to invite 20 fans from our MUWSC to Carrington for a fan press conference with Emma Watson and Gabby George ahead of the FA Cup Semi Final. The fans had a great day meeting the players and even got the opportunity to meet Marc Skinner who made a surprise appearance.</li> <li>• In January we took some fans to Malta as part of our MUW winter training camp. The fans had the opportunity to watch the team train, attend the game, meet the team and spend time with our Maltese Supporters' Club. This was a great trip and was supported by Visit Malta and Marriott.</li> <li>• For the recent MUW game against Everton at LSV we teamed up with Girl Guiding UK to encourage more young girls to come along and experience a game. We had over 70 fans attend and we put on transport from Old Trafford to Leigh. We are looking to expand this partnership and run another promotion for the Chelsea game</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• Our final home game of the season will take place at Old Trafford against Chelsea. We are working with MUWSC on various activations for the game and tickets are available on the website now.</li> <li>• We will be working with MUWSC ahead of the FA Cup final v Spurs on our arrangements for Wembley.</li> </ul> <p><b>Reclaiming the Stretford End</b></p> <ul style="list-style-type: none"> <li>• Following the announcement last year that the Stretford End would be returned to general admission seating for the 24/25 season we worked with fan representatives to agree how the vacated seats would be filled.</li> <li>• TRA will have the section directly behind the goal and an allocation of up to 2700 and we have created a new section in the right side of the Stretford End for fans to move into.</li> <li>• We were delighted to receive so many applications for the new section in the Stretford Paddock with over 6500 season ticket holders requesting to relocate there.</li> <li>• For the 1300 safe standing spaces we prioritised those applications from fans who have applied for the most away games and those who applied in groups.</li> <li>• All fans who applied for 50% or more of away games over last 3 seasons and were in a group of 6 or more were successful. As were some fans in smaller groups with high away applications.</li> <li>• In addition, we have also created a new dedicated section for younger fans who will benefit from a Youth Season Ticket. This means fans aged 16-25 will pay just £16 per game to be in the Stretford End.</li> </ul> <p><b>Remembering Munich</b></p> <ul style="list-style-type: none"> <li>• We would like to thank everyone at Manchester Munich Memorial Foundation (MMMMF) for all their support in arranging the commemorative events in Munich in February to mark the 66<sup>th</sup> anniversary of that fateful day.</li> <li>• I attended the service along with Club Ambassador Mick Phelan and it was great to see so many fans, many for the first time, make the journey to pay their respects.</li> <li>• We were also privileged to pay our respects for the late great Franz Beckenbauer- who sadly passed away in January. We attended his grave and laid some flowers where we met a delegation from FC Bayern Munich including legendary player Franz Roth.</li> <li>• MMMF did a fantastic job in organising everything for the service in Trudering and we thank Ifty Ahmed, Gerry Rhoades-Brown and all the committee for their work.</li> <li>• We also want to recognise the efforts of the Munich 58 group who continue to lead the services at Old Trafford every February, and to former club chaplain Rev John Boyers who led the service.</li> <li>• Erik ten Hag, Marc Skinner, Bruno Fernandes and Katie Zelem were all in attendance and laid wreathes and senior club officials including Sir Jim Ratcliffe and Dave Brailsford attended alongside hundreds of fans.</li> </ul>

Topic	Speaker	Topic Notes
		<p data-bbox="501 118 916 147"><b>I Love United event – Mumbai</b></p> <ul data-bbox="552 174 1474 427" style="list-style-type: none"> <li data-bbox="552 174 1474 315">• At the start of April we held our latest 'I Love United' event this time in Mumbai. 3.6K fans &amp; partners filled the venue and we saw the 2nd most tickets ever requested for an #ILU in India, following Kolkata 2022, with over 17,500 tickets being requested.</li> <li data-bbox="552 320 1474 427">• ILOVEUNITED gave Mumbai supporters club the opportunity to celebrate their support by profiling them in a special OneLove and UnitedDaily episode.</li> </ul> <p data-bbox="501 488 810 517"><b>Reminiscing sessions</b></p> <ul data-bbox="552 544 1474 797" style="list-style-type: none"> <li data-bbox="552 544 1474 797">• We have held several more reminiscing sessions including one this week about the years between the Munich Air Disaster and our FA Cup win in 1963. These are sessions for our older fans who remember the period to come together and share their memories and meet new friends. We look forward to more before the end of the season and anyone interested in attending can contact the Manchester United museum.</li> </ul> <p data-bbox="501 835 868 864"><b>Post game questionnaires</b></p> <ul data-bbox="552 891 1485 2101" style="list-style-type: none"> <li data-bbox="552 891 1485 999">• This season we have commenced the running of a consistent fan feedback programme where fans are surveyed throughout the season about their matchday experience at Old Trafford.</li> <li data-bbox="552 1003 1485 1223">• We believe this gives much better insight than one survey once a year and we've developed a scoring system to measure Fan Satisfaction or FSAT across various different club products. This allows us to have an easy-to-understand score we can use to assess whether we're improving and analyse how different products are doing.</li> <li data-bbox="552 1227 1485 1294">• We started with matchday hospitality purchasers, and we have surveyed 20 games so far this season with over 2,000 responses.</li> <li data-bbox="552 1299 1485 1440">• We have also sent 5 surveys with season ticket holders and members in general admission areas. This has resulted in over 6500 completed responses with a further two surveys to take place this season.</li> <li data-bbox="552 1444 1485 1771">• Fans are asked a series of questions including around: <ul data-bbox="647 1485 1485 1771" style="list-style-type: none"> <li data-bbox="647 1485 1075 1514">○ Overall matchday experience</li> <li data-bbox="647 1518 1378 1585">○ Their experience purchasing tickets and entering the stadium</li> <li data-bbox="647 1590 1485 1657">○ How fans rated their view of the action, the atmosphere, and their feeling of safety</li> <li data-bbox="647 1662 1305 1691">○ How fans rated their interactions with club staff</li> <li data-bbox="647 1695 1485 1771">○ Their views on the food and beverage offerings and value for money</li> </ul> </li> <li data-bbox="552 1776 1485 1951">• We have already implemented some changes following the feedback, for example trialling different food and drinks offerings pre kick off to encourage fans to arrive early, and we are actioning several more this summer – including the installation of draught lager in another 19 kiosks across the stadium.</li> <li data-bbox="552 1955 1485 2022">• This insight will also prove extremely valuable as part of our redevelopment plans for Old Trafford and will feed into that project</li> <li data-bbox="552 2027 1485 2101">• In the June Fans' Forum, we will be happy to provide a deep dive season-in-review of all the feedback we received across products.</li> </ul>

Topic	Speaker	Topic Notes
		<p><b>New WhatsApp channel</b></p> <ul style="list-style-type: none"> <li>• We have successfully launched a new WhatsApp channel to help keep fans informed of the latest ticketing / matchday information.</li> <li>• This will help us to reduce the volume of emails and hopefully provide fans with relevant information such as away game application dates and cup payment dates.</li> <li>• To follow the new channel please click <a href="#">here</a>.</li> </ul> <p><b>Awards</b></p> <ul style="list-style-type: none"> <li>• We were delighted to win the professional club of the year at this year's Football v Homophobia Awards. This was in recognition of our work to promote allyship and to challenge discrimination with the panel particularly recognising our work, in collaboration with Rainbow Devils and adidas, on our One Love Live event.</li> <li>• Congratulations to Forum member Naj, chair of Rainbow Devils, who was also shortlisted for the 'Hero' Award</li> <li>• We are also delighted to have been shortlisted for several awards at next month's Women's Football Awards including for Best Fan Engagement, Club of the Year, and several player awards. Details of how to vote are on our website.</li> </ul> <p><b><i>CR thanked RMc for his update and the value of fan engagement initiatives. LB shared his thanks to the club for supporting fan supporter groups and sharing ongoing developments. DH seconded. ENaj echoed on behalf of Rainbow Devils and thanked the club for supporting nominations for awards and representing the club in person at events.</i></b></p> <p><b><i>ENaj commented on the improved atmosphere at Stamford Bridge following the team loss and recognised harmonisation is having an impact on match day. AW acknowledged there was no audible homophobic chanting at the Chelsea away fixture, a record for the club, and external media should recognise positive stories. ENaj suggested an educational approach is better to influence fan behaviour and relayed how other fans in the stadium are helping to shut down homophobic attitudes.</i></b></p> <p><b><i>CL credited the Munich anniversary service and academy player involvement. Given the weather conditions, CL asked if there is scope to re-open the ability suite and offer a social space for supporters. RMc agreed.</i></b></p>
Ticketing Update	SK	<p><b><i>ZB collated an update on behalf of all Fan Reps and conveyed the importance of Fan Rep involvement within the shaping of the forum agenda and working collaboratively with the club.</i></b></p> <p><b><i>The update included:</i></b></p> <ul style="list-style-type: none"> <li>• <b><i>FF members are hearing from some STHs in particular that they feel persecuted by some club policies.</i></b></li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• <i>Supporters and MUFC employees should treat each other with respect. Specifically, MUFC employees should do their utmost to ensure that supporters facing problems in gaining admission into Old Trafford are able to attend the match.</i></li> <li>• <i>New policy changes should first undergo scrutiny by subgroups, followed by consultation (there is a MUST proposal under consideration) with fans before decisions are made.</i></li> <li>• <i>Subgroups (and in particular the ticketing subgroup) should meet on a regular basis.</i></li> <li>• <i>Where the club wants to change fan behaviour it should be through more carrot and less stick.</i></li> <li>• <i>Fans should not be afraid of losing their tickets when passing on tickets at face value or falling foul of minimum ticket usage due to circumstances outside their control.</i></li> <li>• <i>STH should be able to nominate at the start of each season a small number of family and friends who can use their ticket without officially forwarding these.</i></li> <li>• <i>Compulsory relocations should be avoided and where relocations are deemed necessary then fans should be consulted and those affected should be made offers which result in voluntary relocation. Groups of friends should be kept together. This may result in a more gradual process that cannot be achieved in one go. However, this is preferable to the disruption and discontent caused by enforced mass moves. A lengthy consultation process should precede any relocation (except when there is a need to comply with new legislation, safety requirements, etc.).</i></li> </ul> <p><b>17/19 minimum usage</b></p> <ul style="list-style-type: none"> <li>• <i>The proposed increase in minimum ST usage to 17/19 PL games should be phased in gradually, increasing by no more than +1 next season. The impact of any change should be reviewed before any further change(s).</i></li> <li>• <i>Clarification required that cancelling a ticket counts as usage even if the ticket doesn't resell. If it doesn't resell that simply means the fan does not get a refund.</i></li> <li>• <i>Provide guarantees on ability to register cancellation (counting as usage) right up to KO and thus even after resale and refund is not possible.</i></li> <li>• <i>Ability to notify of an exceptional issue if unable to attend and unable to cancel ahead of KO.</i></li> </ul> <p><b>Away ticket ballots - standard pot</b></p> <ul style="list-style-type: none"> <li>• <i>Away ticket ballots - much concern about this due to dwindling chances in standard ballot - needs a subgroup investigation before any possible changes are consulted on with fans.</i></li> <li>• <i>No quick and unilateral changes to be introduced. Significant consideration is necessary to avoid potential unintended consequences if changes are proposed.</i></li> </ul> <p><b>Anti-touting measures should not impact genuine fans</b></p>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• <i>Innocent fans should not be inconvenienced, or worse sanctioned, when pursuing professional touts.</i></li> <li>• <i>Fans should not have a digital ticket check with their ticket disabled at the turnstile except where touting evidence is very strong rather than suspected.</i></li> <li>• <i>When a fan's digital ticket is disabled to enforce an ID check, it is unreasonable to expect the fan to go to ticket office. The check should be undertaken near the turnstile block.</i></li> <li>• <i>If security believe ticket checks are needed on lower level evidence, then such checks should be in the stadium at the seat, as previously, or prior to turnstiles opening, to minimise inconvenience to innocent fans.</i></li> <li>• <i>As there is no legal requirement to carry picture ID, the club should publish how identity checks would be established.</i></li> <li>• <i>Fans should not be sanctioned for passing on tickets in good faith at or below face value, or for posting on social media to advertise availability of a spare ticket which would then be transferred through the official system and not above face value. This is not touting.</i></li> <li>• <i>Clear protocols, that are shared with supporters, need to be established for managing the above checks.</i></li> </ul> <p><b><i>Suspensions and de facto club banning orders</i></b></p> <ul style="list-style-type: none"> <li>• <i>There should be a presumption of innocence until proven guilty so fans should not be suspended pending the outcome of a Police investigation except where there are aggravating circumstances such as violence towards another fan or staff member, or when the club has clear evidence beyond reasonable doubt (it should be a high bar for suspension prior to completion of appeal process) that an offence has been committed.</i></li> </ul> <p><b><i>Tickets disabled because it is claimed that these have already been used</i></b></p> <ul style="list-style-type: none"> <li>(i) <i>Once again, clear protocols need to be established and shared with supporters.</i></li> <li>(ii) <i>The onus is on the club to demonstrate that a ticket has actually been used and that the supporter's seat is in fact occupied by another person.</i></li> <li>(iii) <i>The norm should be for checks to be made at the turnstile and not at the ticket office and there should be a presumption of innocence.</i></li> </ul> <p><b><i>ZB stressed the discontent among the wider fanbase regarding the significant increase in minimum season ticket usage from attendance at 14 to 17 Premier League home games. ZB relayed this announcement has caused the most inbound representation since the start of his tenure as Fan Rep.</i></b></p> <p><b><i>ZB commented fan sentiment is that the club treats fan unfairly; fans should be presumed innocent and not at fault when tickets are "used" and expressed concern that the new requirement was never previously discussed by the Fan's Forum.</i></b></p> <p><b><i>RMc thanked ZB and provided context of the increasing narrative, also pushed by media, that the club doesn't care about legacy season ticket holders – which is most certainly not the case.</i></b></p>

Topic	Speaker	Topic Notes
		<p><b>SK supported highlighting the removal of 450 hospitality seats and cap on matchday hospitality seats per game.</b></p> <p><b>SK reiterated that a ticket is only identified as “ticket used” when another copy of that ticket had already been scanned into the stadium and therefore from a safety and security perspective, both for the clubs operating license and the supporter, each occurrence of this needed to be fully investigated. SK advised regrouping with a ticketing sub-forum to discuss ticket checks.</b></p> <p><b>DD relayed the forum is a place to highlight important matters raised by fans. CR agreed there is a collective understanding within the forum; fans are the lifeblood of the club and hugely important. It is impossible to please everyone, however, the club and Fan Reps should now focus on how to best support fans and generate atmosphere and value. CR affirmed the club will reflect on the update provided by the Fan Reps and work with data to provide context, survey and fan feedback, ask questions where possible.</b></p> <p><b>DD requested a gradual implementation of policy regarding usage to prevent a valuable initiative (filling the stadium) being misunderstood. 14 out of 19 games has already delivered a lot of benefit. SK relayed the number of complaints to the club (demonstrated by the questions submitted for this forum) has been negligible in comparison to other topics. DD stressed the 17/19 proposal needs to be reviewed again and gradual implementation be considered (as set out in "update on behalf of all Fan Reps" referenced above). CRu requested a degree of urgency. SK advised that the impact of such a reversal for Official Members also need to be considered as each game removed from this policy removes tens of thousands of tickets from availability for these members. SK reiterated that this policy still enabled people to forward their ticket, donate the cost of the ticket to the MU Foundation or receive a full refund, all of which, along with attendance would count as one of the 17 required games. RMc added the club needs to look at how to encourage behaviour and incentivise use of official systems already in place such as forwarding, ticket donation and resale, rather than just look at sanctions for non-compliance. DJ suggested amplifying the positive results from ticket donations within club communications. DF agreed. JC added Fan Reps are hearing discontent and the club needs to listen. ZB urged for collective consultation on club matters within the Fans’ Forum and clarity within communications to Season Ticket holders.</b></p> <p><b>CL commented that a football first strategy should entail deeper engagement with fans. CR acknowledged the importance of the forum regarding how to communicate this to supporters. Action to revisit with the subgroup next week.</b></p> <p><b>FL commented on the positives of enabling active discussions at the Fans’ Forum. CR agreed.</b></p> <p>Following further discussion, the club agreed to the fan reps recommendation of a phased introduction to the increased minimum ticket usage policy</p> <ul style="list-style-type: none"> <li>○ For the 2024-25 season the minimum ticket usage (which includes forwarding to a member, donating to MU Foundation or selling back to the club for a full refund) will be 15/19 Premier League games. This is an increase of one game from the current season.</li> </ul>

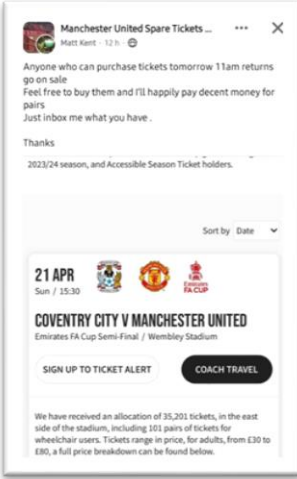
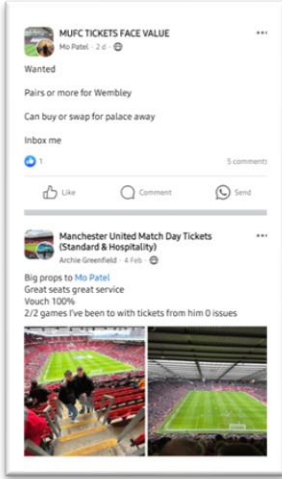
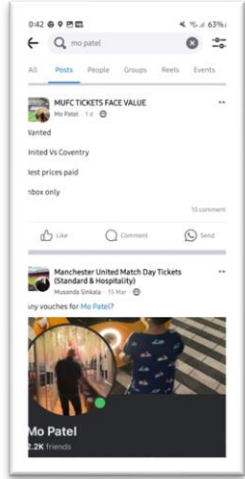
Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>○ The Club will work hard to promote the benefits of the flexible options listed above as we still have the aspiration of increasing the number of tickets being used each game. This is better for the atmosphere and allows more fans to attend games rather than leaving seats empty.</li> <li>○ We will closely monitor the data on ticket usage and share with the Fans' Forum ahead of the following season.</li> <li>○ We will not increase the minimum usage by more than one game per season.</li> <li>○ We have an absolute upper limit of the 17/19 in the policy. It will not be increased above that level.</li> <li>○ We will continue to look sympathetically into individual cases where a supporter has failed to meet the minimum ticket usage – with a clear appeals process in place.</li> <li>○ We have also agreed that for any game where the 'buy-back' option is turned off we will allow fans to forward to a non-member.</li> </ul> <p><b><i>Club officials thanked the reps for their constructive feedback and for sharing the views and feedback from the fanbase.</i></b></p> <p><b>Women's Cup and Men's Potential FA Cup Final</b></p> <ul style="list-style-type: none"> <li>• We're delighted to be back in the busy period with two confirmed, and hopefully a third trip to Wembley on the horizon.</li> <li>• For the Women's game we have received an allocation of 11,872 tickets, in the East side of the stadium, including 33 pairs of tickets for wheelchair users.</li> <li>• Tickets will be sold with priority given to MU Women Season Ticket holders. Followed by Men's Season Ticket holders, Executive Club Members, and 2023/24 and 2024/25 United Members.</li> <li>• For the potential Men's final we anticipate we would around 6,000 less tickets than allocated for the Semi-Final. This will mean that applications are restricted from the outset to Silver, Gold and Platinum Season Ticket holders who have purchased all home cup games, and the Semi-Final.</li> <li>• In line with other domestic away games, due to the size of the allocation we will not be able to accept applications from 'Red' Season Ticket holders, and dependent on the final allocation may need to add another criteria into the ballot process. Updates will be provided at <a href="https://tickets.manutd.com">tickets.manutd.com</a>.</li> </ul> <p><b><i>DF suggested fan communications should do more to acknowledge the same day conflict between men's and women's fixtures.</i></b></p> <p><b>Domestic away games</b></p> <ul style="list-style-type: none"> <li>• As usual, we have received a lot of questions for this meeting regarding domestic away games. This has always, and will continue to be, a cause for discussion as the huge demand we have every single week for a very small number of tickets means we will never be able to satisfy demand.</li> <li>• We receive a lot of recommendations from fans each season about how they feel we should change certain processes; however, this is largely in reaction to their own lack of success. Naturally each fan group presents a recommendation that would enhance their chances, and many of these contradict each other.</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• This is why we have retained the current random ballot process for so long. Whilst 'pots' and methodology applied aren't something we will review in the short term, we are open to reviewing elements of our processes, given this appears to be creating more debate than usual in recent months.</li> <li>• By way of example, fans with small children suggest preference for young fans (and their families), fans who have been attending since they were small children suggest tenure-based loyalty, others suggest personal attendance at home games, and others application history. As you can see, these wishes cannot all co-exist in the real world and dicing up an allocation of (taking the last game played) less than 1,500 tickets, into small segments to suit all requests would not work.</li> </ul> <p><b>Fan feedback</b></p> <ul style="list-style-type: none"> <li>• The largest feedback is that and unhappiness with success rates that are around 23% for the standard pot. Whilst we are happy this success rate has increased so much in the last decade, fans believe there are likely to be many applications from fans who have no intention of travelling with the view to a) increasing chances of being offered returned tickets and 2) being able to forward if successful and unable to go. Example and summarised suggestions are: <ul style="list-style-type: none"> <li>• <i>Fan feedback: Review of forwarding, and increased collections</i> <ol style="list-style-type: none"> <li>a. <i>Analyse Newport away to see how many fans forwarded their tickets. Suspicion is that due to collections this is higher than other games. If so, indicates we need to do more collections to prevent wasted applications.</i></li> <li>b. <i>Consistent ticket collections, likely to result in more forwarding and returns.</i></li> <li>c. <i>Standardise large-scale collections (between a quarter and a third of all tickets across all pots).</i></li> <li>d. <i>Targeted collections for those suspected of touting / abusing the system.</i></li> <li>e. <i>Consequences for non-collection.</i></li> <li>f. <i>All late sales held for collection, to prevent bots buying online. Also remove forwarding option for these.</i></li> </ol> </li> <li>• <i>Fan feedback: Removal of forwarding</i> <ol style="list-style-type: none"> <li>a. <i>Remove forwarding as it provides a 'safety net' for those applying spuriously.</i></li> <li>b. <i>As a maximum, supporters should be limited to one or two forwards per season but really this should be limited to the LP only, given the low success rates in the SP.</i></li> </ol> </li> <li>• <i>Fan feedback: Reform the returns process</i> <ol style="list-style-type: none"> <li>a. <i>Unintended consequence of new process is that it's encouraging fans to apply for games they wouldn't have otherwise i.e. someone who only applies for the 2 they can get to would never be offered a return.</i></li> <li>b. <i>Issue returns at random (in-line with the ballot).</i></li> </ol> </li> <li>• <i>Fan feedback: Reward personal attendance to home games</i> <ol style="list-style-type: none"> <li>a. <i>Digital ticketing in app should make this more robust.</i></li> <li>b. <i>Personal attendance meaning not forwarding on the ticket for a given game, returning it to the club for resale or donating to the Foundation.</i></li> <li>c. <i>It is difficult to argue against that those who make the time and financial sacrifices to attend the vast majority of home</i></li> </ol> </li> </ul> </li> </ul>

Topic	Speaker	Topic Notes
		<p><i>league and cup games should face a better chance of reward when it comes to the scarce supply of away tickets.</i></p> <ul style="list-style-type: none"> <li>• <i>Fan feedback: Ballot process (not wholesale changes)</i> <ol style="list-style-type: none"> <li>a. <i>When a fan is successful in a ballot, they should return to the back of the queue which will prevent fake applications.</i></li> </ol> </li> </ul> <p><b>Review of 'Returns' process</b></p> <ul style="list-style-type: none"> <li>• As a reminder, as discussed in the last meeting, the initial release of tickets is reserved for fans with the most unsuccessful applications that season. Any tickets made available within 4 working days of the game are sold online to fans unsuccessful in the original ballot, to ensure all tickets can be posted to fans in plenty of time.</li> <li>• This process was introduced following a fan survey in January 2023, with reserved tickets held for 24 hours before being released for another supporter to buy.</li> <li>• This season, on average around half (52%) of tickets are paid for following a reservation. This is both time consuming in terms of administration, and delays in tickets going on sale to fans who are actually going to attend. So, we fear is actually causing more delays and based on take-up is not serving its original purpose.</li> <li>• At our recent away game against Brentford, none of the reservations were paid for which led to a lot of late sales ahead of a Bank Holiday weekend meaning fans needed to collect from Old Trafford. This is exaggerated by us agreeing to publish a release date in advance, meaning tickets are stored – for Bournemouth given the high cancellation rate and full collection, it took longer than usual to sell out and it would have been better to go on sale as soon as tickets were released – something we should consider if collections are increased in the future.</li> <li>• As this forum will be aware, we will always do everything we can to create the most fan friendly process as possible in terms of short-notice ticket delivery. Where possible we will facilitate collections at the away stadium but some grounds, such as Brentford, do not have suitable facilities. This results in us needing to arrange ticket collections from Old Trafford which is far from ideal.</li> </ul> <p style="text-align: center;"><b>Brentford away ticket collection point</b></p> <div data-bbox="687 1541 1294 1906" data-label="Image"> </div> <p><b>Ticket collections</b></p> <ul style="list-style-type: none"> <li>• For games where we do not operate collections, less than 1% of fans forward or cancel their ticket. This increases significantly when we ask fans to collect.</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• <b>Newport:</b> of tickets allocated in the ballot, 46% were forwarded, cancelled, or not collected, including 52 tickets going to waste on the day.</li> <li>• <b>Bournemouth:</b> of tickets allocated in the ballot, 56% were forwarded, cancelled, or not collected, including 76 tickets going to waste on the day.</li> </ul> <p><b>Alleged accessibility ticket misuse</b></p> <ul style="list-style-type: none"> <li>• We have received several detailed and concerning complaints around an alleged issue of tickets in purpose-built facilities, for disabled fans, being passed unofficially or sold between disabled fans, or most concerningly to non-disabled fans. There have been multiple allegations of non-disabled fans sitting in wheelchairs in order to access matches.</li> <li>• We have previously always excluded disabled fans from ticket collections and their tickets have been sent via post. In light of this, for games where we have a suitable and fully accessible collection point, we will recommence collections for disabled fans. This has again been requested in feedback received, and we expect to run until the end of the season.</li> <li>• We want to ensure that as many disabled fans as possible have access to match tickets which are suitable for them. We are also committed, in-line with existing work already underway, to tackling ticket touting and the unauthorised resale of tickets.</li> </ul> <p><b><i>CB: Unfortunately, there has been widespread misuse of disabled tickets by a group of disabled fans. The thing that concerns me is that the people who have been supplying the tickets for this scam, have as far as I can tell from the information I've received, been ordering tickets in the ballot with no intention of going to the game and then when successful, they end up in the hands of people who are not entitled to them. Yes, some of the recipients are disabled to varying degrees, but they are not entitled to have away tickets as they are only members, not Season Ticket holders.</i></b></p> <p><b><i>To qualify for away tickets, you need to be a ST holder; have 3 years tenure and have taken part in all home cup games. By rigging the ballot process in this way, these people are denying tickets to fans who are genuinely entitled to be successful in the ballot. In cases where we only get 5 or 8 wheelchair spaces at some games, it cuts the genuine people's chances down dramatically.</i></b></p> <p><b><i>I'm certain that the ones who have been caught out doing this will play the "Only helping out a fellow fan, I'm not touting" card, when it comes to their appeal. But the damage this cheating of the system causes is invisible to most, although not to me. I get emails from people who have not got long to live being denied tickets to games, whilst other people who are deemed to be "Top Reds" get a ticket they are not entitled to. I hear regularly from people who are genuinely astonished when some people are seen at every game.</i></b></p> <p><b><i>Unfortunately, this corrupt practice has spread to the point where able-bodied fans have been getting hold of wheelchair tickets. Of course, these tickets can ONLY have come from someone who is a qualifying wheelchair ST holder. Whether they passed them on themselves, or through a third party, is hard to tell.</i></b></p>

Topic	Speaker	Topic Notes
		<p><b><i>But I have seen with my own eyes, evidence of these scumbags doing this, and I have the photos. To the extent of them twice having been seen watching the match, whilst sitting in a wheelchair on the wheelchair platform, and then the next game, being seen standing in the able-bodied section bouncing up and down when United score a goal. This is something that they seem quite proud of and see as funny, publishing photos on Facebook of an empty wheelchair with a MUDSA bag on the back plus laughing emojis. Well, I don't find it funny, and I hope that no one on this room has any time for these scumbags. And I dearly hope that the anyone who gets caught at it receives the harshest possible sanction.</i></b></p> <p><b><i>This is not a victimless crime, and I find it very sad that some of the people who are losing out to these horrible selfish weapons, really are the least deserving of being robbed of their chance to get a ticket that they are entitled to. Because I promise you, for many of them, time is not on their side.</i></b></p> <p><b><i>So, I'm afraid that ticket collection with photo ID is the only way we can be certain the highly valued tickets go to the correct people, not to con men. Sam and I often have conversations about exceptionalism re disabled people and this is definitely one of those moments. And I would say, if they come to you for support, do the right thing and tell them to do one!</i></b></p> <p><b>Next steps</b></p> <ul style="list-style-type: none"> <li>• Based on all of this, I suggest that we need to review a number of processes. <ul style="list-style-type: none"> <li>a. <b>Reservation process:</b> Review of the initial requirement and requests, given the number of tickets not being paid for and fact that it encourages increased applications – we only want fans to apply for the games they intend to go to.</li> <li>b. <b>Forwarding:</b> Should we enable this at all, and if so where, when and to who. Should we introduce a maximum number of times a fan can forward an away game ticket per season.</li> <li>c. <b>Large scale collections:</b> Conduct as many as possible appears to be the overwhelming feedback. What should be done when people are asked to collect and don't (including those who forward or cancel). Should any groups be prioritised etc.</li> <li>d. <b>Ballots:</b> Whilst we will not change the structure of existing 'pots' or the random nature of the ballot, there is the opportunity to change elements, e.g. some feedback is that people should return to the back of the queue once they have been successful.</li> </ul> </li> <li>• If everyone is agreeable, I would propose a meeting is arranged with a subgroup of this forum, where we can commence a consultation process with the wider fanbase ahead of next season.</li> </ul> <p><b>Ticket touting and ticket checks</b></p> <ul style="list-style-type: none"> <li>• As this forum is aware, ticket touting is a huge problem and there are many fans who fall victim to scams and are charged incredible amounts for tickets, including fake tickets, at every game. There have been a number of high-profile examples of this during the 2023/24 season alone.</li> <li>• Ticket touting is commonly misinterpreted as just selling fake or over face value tickets, it is not, any form of transferring tickets</li> </ul>

Topic	Speaker	Topic Notes
		<p>outside of authorised channels is ticket touting. There are around 20 active Facebook groups with tens of thousands of members, claiming to be genuine sites, who 'scam' fans on a daily basis. Some of you may have seen articles about genuine fans getting caught up in this in fanzines in recent weeks. Examples from yesterday below.</p> <ul style="list-style-type: none"> <li>• Until recently, our focus was solely around those looking to profit from the resale of tickets but given issues at matches this season, namely the volume of away fans in the home end at Galatasaray, we are now required, and monitored by local authorities and our Safety Advisory Group, to take every step possible, to know who is in the stadium on a matchday, and manage any risk of banned, or away fans from being in attendance in home sections.</li> <li>• We have been extremely transparent, for a number of years now, that tickets can only be shared via club channels (offering full protection for any Season Ticket that isn't used by the registered holder.) However, the issue of people transferring outside of these processes is worse than ever, for both home and away games.</li> </ul> <div data-bbox="544 835 1437 1312" style="display: flex; justify-content: space-around; margin: 10px 0;">    </div> <ul style="list-style-type: none"> <li>• Therefore, until digital ticketing is fully rolled-out, and hopefully has eliminated the issue, we are reliant upon ticket checks. This is done via a number of methods: <ul style="list-style-type: none"> <li>○ On non-match days: We undertake online checks, buying tickets and working with our ticketing system provider to run checks on unusual online activity (bots). These checks are very successful in catching ticket touting, with a 98% + success rate - enabling us to sanction touts and limit the supply of tickets to the black market, without inconveniencing anyone on a matchday. We also focus on groups on Facebook and Twitter, but are less successful in contacting external organisations for assistance in closing these groups or pages down.</li> <li>○ On match days: Ticket checks are conducted based on evidence received from fellow supporters – with over 5,000 complaints made annually. Notably, the vast majority of these are around people offering 'spares' or 'gifts', as opposed to what people perceive as touting. Historically, we have categorised these as random checks, but will be clearer that they are intelligence led in the future. All checks are undertaken at the ticket office as this cannot be</li> </ul> </li> </ul>

Topic	Speaker	Topic Notes
		<p>completed in the stadium due to the role of stewards and security staff.</p> <ul style="list-style-type: none"> <li>○ Last home match: At the Liverpool game, we put 200 checks on tickets, all of which were intelligence led. Note, 600 emails were received about people misusing tickets for this game, but this is the maximum number we can accommodate.</li> <li>○ Off the back of the checks 266 sanctions were issued of which 39 were to Season Ticket holders, 227 to Official Members and there were 30 reported fake tickets.</li> </ul> <ul style="list-style-type: none"> <li>● We never check a ticket without supporting evidence and would never intentionally inconvenience genuine fans, attending the match in a ticket registered to themselves. As a reminder, for ticketing sanctions we always offer an appeal before the next match takes place.</li> </ul> <p><b><i>CRu asked if the club is conflating ticket touting with ordinary fan behaviour. Definition of touting is selling tickets above face value. SK stated prior to Galatasaray the club only focused on checking people looking to profit. Following Galatasaray, the club is working with local authorities, SAG and police and is now governed by strict measures. Ticket checks take place in response to fan complaints and are not random. CRu asked if the club is confident that those not allowed in are touts. SK disagreed and stated the club is confident to conduct a check.</i></b></p> <p><b><i>CL asked the club to clarify when it is carrying out an intelligence check and to stop claiming they are random checks. SK agreed to this.</i></b></p> <p><b><i>DD commented this issue cannot be resolved in the main forum and should be picked up in the sub-forum.</i></b></p> <p><b>Digital ticketing</b></p> <ul style="list-style-type: none"> <li>● This leads us nicely into an update on digital ticketing, as this will assist us in the longer-term with domestic away match tickets as we continue to work with colleagues from clubs across the league to implement digital ticketing at as many away games as possible. By making tickets available via the app only, it will prevent misuse of physical paper tickets being passed around between fans outside of authorised processes.</li> <li>● We have been trialling in-app ticketing for 5 months now, with various groups of fans, and varying quantities at each game. So far, the trials have been very successful, and we have had lots of positive feedback. We have also made a number of changes based on fan feedback, thank you to those who have helped with the testing so far.</li> <li>● Ahead of our home game against Sheffield United we will be in a position to release the latest beta version of the app which will include all ticketing management functions; forward, donate and buy-back as well as new security measures. Barcodes will not be displayed until several hours before the game and device locking will also commence, meaning once logged into the app on one device, fans won't be able to log in and access tickets from another simultaneously.</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• By default, trial participants will only be able to see their own ticket unless they are strongly linked with a child.</li> <li>• Looking ahead to the full roll-out in the summer, we'll have a new relationship type which will enable fans to have access to each other's tickets which will assist those who are for example elderly or disabled. This will be more limited than the current relationship types and will require approval from fans being linked. More information on this will follow in fan communications from Rick's team.</li> </ul> <p><b><i>ZB asked if there will be a new app for digital ticketing as the volume of forced advertisements were significant in the MU App, and it is difficult to navigate. SK confirmed it is the same app and offered to show the beta version to Fan Reps. SK requesting further to be done within the club to improve user experience (remove adverts) within ticket section.</i></b></p> <p><b><i>CRu asked if it is one app for all tickets. SK informed reps of a new relationship status that will allow for more than one account on one device. DJ asked for more information on number of accounts per device. SK advised work is ongoing to account for people with multiple tickets e.g. Supporters' Clubs and more information will follow within club communications to supporters.</i></b></p> <p><b><i>CRu asked if in-app tickets will eliminate screenshots. SK highlighted app features such as screenshot prevention and live snake.</i></b></p> <p><b><i>ZB asked what happens if something happens to a phone, e.g. can a supporter access their ticket by logging in to another device. SK informed that accounts will be registered to one device only and tickets will not show on another device, but this can be updated by the club.</i></b></p> <p><b>Season Ticket relocations</b></p> <ul style="list-style-type: none"> <li>• In the last meeting, I shared statistics around the volume of tickets for Official Members compared to Hospitality (current average across PL games is 28% and 3% respectively). I confirmed that a breakdown of tickets would be displayed online after each game, which is in place on the Ticketing Help Page, under Match Ticket Information. I hope this increased transparency has helped with concerns.</li> <li>• We also discussed fans concerns around non 'traditional' seating being used for Matchday Hospitality and committed providing fixed locations from 2023/24. We also took the opportunity to resolve some internal issues in relation to playing staff seat locations and have secured S122 for this purpose from 2024/25.</li> <li>• As with any stadium reconfiguration, there is an impact on fans currently in the area. As we don't put any limits on where Season Tickets can be sold, to provide as much choice as possible, there are no areas in the stadium which do not contain Season Ticket holders.</li> <li>• Whilst we understand that any disruption or changes to seating configuration can create frustration and disappointment for fans, we do want to continue to develop the stadium and match day experience to react to feedback received.</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• The relocation process for impacted fans ensured that those being relocated from S122 were given first choice on available seats, and we made many seats in Tier 1 available that were previously used for various allocations on a match-by-match basis meaning there was a good choice of 'desirable' seats.</li> <li>• There are a small number of fans required to relocate who have not yet found a new seat. All fans have been contacted by email and telephone a number of times and will be contacted again after the renewal deadline to try and secure a suitable seat.</li> <li>• <b>Season Ticket renewals:</b> These are now underway and fans are being contacted after each Premier League home game to confirm when they are eligible to renew (once their ticket has been used for a minimum of 14 out of 19 games).</li> </ul> <p><b>Reclaim the Stretford End</b></p> <ul style="list-style-type: none"> <li>• As you will all know by now, the Executive Club seating in the centre of the Stretford End is being removed for 2024/25. Following communications at the Season Ticket renewal launch we have now finalised the layout of the area for next season:</li> <li>• 2,700 seats for TRA, which includes 2,000 match-by-match Season Ticket relocations and 700 Youth Season Tickets,</li> <li>• 500 club-issued Youth Season Tickets, <ul style="list-style-type: none"> <li>a. In both of these instances, we did not reach the maximum capacity of Youth Season Ticket holders interested in sitting in the area.</li> <li>b. However, as we're committed to supporting our young fans and anticipate the demand to grow as the area is really defined and successful next season, we have kept the availability free from other Season Ticket holders.</li> <li>c. We'll sell seats match-by-match to Official Members with the view to selling more Youth Season Tickets in the area next season. Luca, would you like one of the team to reach out and discuss options for MbM sales?</li> </ul> </li> <li>• The remaining seats were allocated to Season Ticket holders who applied for a move into the area with priority given to those in groups and with domestic away game application history.</li> </ul> <p><b>Executive Club Renewals</b></p> <ul style="list-style-type: none"> <li>• I'm pleased to confirm that the Executive Club has sold-out following the renewal deadline on 5<sup>th</sup> April.</li> <li>• I would like to pass on our thanks to all International Suite facility holders who have been relocated ahead of next season. In terms of those impacted, any supporters in this area who had over five years tenure and had personally utilised tickets for the vast majority of matches were offered the option to remain in the Stretford End as a Season Ticket holder where less than a hundred seats were taken:</li> <li>• Any supporters who did not meet the above criteria were offered the option to select preferences from 1) Moving to one of our new bars in the NW Quadrant (The Devils Bar &amp; The United Road Bar), 2) moving to an alternative Executive Club facility or 3) moving to</li> </ul>

Topic	Speaker	Topic Notes
		<p>standard Season Tickets elsewhere in the stadium (not Stretford End).</p> <ul style="list-style-type: none"> <li>• As a reminder, for the first time ever prior to the conclusion of the 2022/23 season, we opened an Executive Club priority list. Around half of those that joined last season, have now been successful for next season, and the list remains open for anyone wanting to join ahead of future seasons.</li> </ul> <p><b>New facilities</b></p> <ul style="list-style-type: none"> <li>• Work has now begun on Level 2 in the North West quadrant to convert the current empty space into two brand new Executive Club facilities ahead of next season, The Devils Bar &amp; The United Road Bar which will offer a vibrant atmosphere and the perfect venue in which to be entertained before, during and following the game.</li> <li>• The package will include complimentary drinks with a fantastic choice of grab &amp; go food options available to purchase. The padded stadium seats allocated to these bars will be in the front section of the second tier.</li> <li>• During the close season, we are also investing in refurbishment works to the following areas:</li> <li>• Sir Alex Ferguson Stand boxes on Level 3 will undergo major refurbishment works to elevate them in line with the most premium hospitality offerings at Old Trafford: <ul style="list-style-type: none"> <li>• All of the boxes will be significantly upgraded, including the creation of 2 x 24-seater and 2 x 16 seater boxes on the halfway line</li> <li>• New furniture will be installed into the boxes, including upgraded stadium seats and TVs on the balconies outside.</li> <li>• A welcome bar area will be created and the existing corridor spaces and toilet facilities will be significantly upgraded.</li> <li>• We are also investing in the kitchen facilities so that the dining experience can also be elevated in line with other premium hospitality offerings around the stadium.</li> </ul> </li> <li>• The Kit Room, The 500 Club &amp; The Academy will undergo refurbishment works; The rooms will be redecorated and new TVs and new furniture will be installed.</li> </ul>
<b>Operations update</b>	JL	<p><b>Highway</b></p> <p><b>Talbot Road</b></p> <ul style="list-style-type: none"> <li>• Work is ongoing on the second and third of three CYCLOPS junction installations on Talbot Road (providing a way for cyclists, pedestrians, and vehicles to safely travel through the junction whilst remaining segregated from one another).</li> <li>• In February work commenced on the junction of Talbot Road and Great Stone Road near the junction of Talbot Road and Chester Road. These improvements involve new crossings, smart traffic lights and cycleways. This work forms part of the active travel improvements along Talbot Road.</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• On the Chester Road/Talbot Road junction, new footpaths and cycleways have been built. From week commencing 11 March to mid-May lane closures will be in place between 9.30am-3.30pm.</li> <li>• From 11 March there will be a no right turn in place onto Longford Road whilst works take place. Clear diversions will be in place.</li> </ul> <p><b>Stretford Mall</b></p> <ul style="list-style-type: none"> <li>• Public realm and active travel improvements are ongoing until autumn 2024, carriageway redesign works will take place on Kingsway, between Chester Road and Barton Road.</li> <li>• The lane closure will impact traffic on the A56 Chester Road and fixtures at Old Trafford.</li> <li>• These improvement works, in conjunction with the redevelopment of Stretford Mall, will transform the town centre into a place that meets the needs of local residents and businesses. They include: <ul style="list-style-type: none"> <li>• New crossing points</li> <li>• New cycle lanes</li> <li>• New footpaths</li> <li>• New tree planting and green spaces</li> <li>• Resurfacing Barton Road junction</li> <li>• Re-design of Kingsway to reduce speeds and improve the space for cyclists and pedestrians.</li> </ul> </li> </ul> <p><b>Trinity Way and Irwell Street</b></p> <ul style="list-style-type: none"> <li>• From 4 March until the end of April, as part of phase two of the improvements scheme on Trinity Way and Irwell Street, Irwell Street will be closed towards the city centre.</li> <li>• Whilst Irwell Street is closed towards the city centre, there will be a signposted diversion via Chapel Street, Bridge Street and Deansgate. As a result of diverted traffic, we are anticipating delays on surrounding routes, particularly Chapel Street, Bridge Street and Liverpool Road.</li> <li>• Phase 3 - Late April to early May - Resurfacing works will require two nights of temporary closures between 9pm and 6am each night.</li> <li>• The full scheme is due to complete in May 2024.</li> </ul> <p><b>East Lancs (A580)</b></p> <ul style="list-style-type: none"> <li>• Improvement works will take place on the A580 East Lancashire Road at the Lancaster Road and Worsley Road junctions from early January 2024.</li> <li>• Work commenced 8 January at both junctions as part of the Salford Bolton Network Improvements (SBNI) Programme and are due to complete in summer 2024.</li> </ul> <p><b>Red routes</b></p> <ul style="list-style-type: none"> <li>• To address the issue of illegal parking and poor driving behaviour on matchday, which impacts the everyday lives of local residents, Trafford Council are proposing to install Red Routes on Chester Road and a Red Route Clearway on Wharfside Way.</li> <li>• A Red Route is a 'no stopping' restriction which has worked well on major routes in London for many years. Red Routes keep traffic and public transport moving to prevent delays for everyone, including bus passengers, and improve safety for pedestrians and cyclists.</li> <li>• A Red Route Clearway has the same no stopping restriction as a Red Route, but the start and end of the Clearway is marked by traffic signs, with repeater signs throughout and there are no double red lines. Again, the 'no stopping' restriction applies to footways and verges as well as the carriageway.</li> <li>• A consultation on the Red Routes is currently open.</li> </ul>

Topic	Speaker	Topic Notes
		<p data-bbox="501 114 638 143"><b>Metrolink</b></p> <p data-bbox="501 181 794 210"><b>Planned engineering</b></p> <ul data-bbox="552 217 1487 450" style="list-style-type: none"> <li data-bbox="552 217 1487 349">• On Sunday 21 April, work will take place on the Rochdale line. No tram services will operate between Freehold and Rochdale Town Centre. A bus replacement service will run between Freehold and Rochdale Town Centre, serving all tram stops.</li> <li data-bbox="552 353 1487 450">• There is further safety critical engineering planned in May and June, TfGM will provide more information once the schedule has been agreed.</li> </ul> <p data-bbox="501 488 558 517"><b>Rail</b></p> <p data-bbox="501 555 730 584"><b>Industrial action</b></p> <ul data-bbox="552 591 1487 752" style="list-style-type: none"> <li data-bbox="552 591 1487 752">• Industrial Action by ASELF is ongoing, impacting 12 rail operators nationally, including Avanti West Coast, Northern and TransPennine Express. Action includes days with no services operating and an overtime ban resulting in unplanned/late notice cancellation of services.</li> </ul> <p data-bbox="501 790 592 819"><b>Buses</b></p> <p data-bbox="501 857 683 887"><b>Bee Network</b></p> <ul data-bbox="552 893 1487 1462" style="list-style-type: none"> <li data-bbox="552 893 1487 1025">• On Sunday 24th March, the second phase of the Bee Network was launched, which saw bus services in Oldham, Rochdale, parts of Bury and Salford come under local authority control, joining Bolton and Wigan.</li> <li data-bbox="552 1030 1129 1059">• The Bee Network improvements include:</li> <li data-bbox="552 1064 1487 1126">• A range of affordable, flexible tickets to use on any bus, or any bus and tram.</li> <li data-bbox="552 1131 1066 1160">• New Bee Network app and website.</li> <li data-bbox="552 1164 1185 1193">• New Bee Network Customer Contact Centre.</li> <li data-bbox="552 1198 1406 1227">• More buses running more often on many Bee Network routes.</li> <li data-bbox="552 1232 1390 1261">• 50 new zero-emission electric buses on Bee Network routes.</li> <li data-bbox="552 1265 1430 1328">• Earlier and later Bee Network buses to link up with first and last trams and trains.</li> <li data-bbox="552 1332 1262 1361">• More TravelSafe Officers on the transport network.</li> <li data-bbox="552 1366 1487 1462">• The final phase of the Bee Network will be delivered in January 2025 which will see all Greater Manchester buses operate under local authority control.</li> </ul> <p data-bbox="501 1500 683 1529"><b>Other events</b></p> <ul data-bbox="552 1536 1487 2033" style="list-style-type: none"> <li data-bbox="552 1536 1487 1731">• On 23rd April Co-Op Live will open. Co-op Live is an indoor arena, planned to have the largest maximum capacity of any indoor arena in Europe. The arena is planning to host live music, sports, comedy acts, and family entertainment events. It will have an all-seated maximum capacity of 20,500 but with an enhanced maximum capacity of 23,500.</li> <li data-bbox="552 1736 1487 1832">• TfGM, in partnership with Co-op Live, will deliver a unique transport initiative for the opening period of the Arena to support sustainability targets and to reduce the dependency of car use for events.</li> <li data-bbox="552 1836 1487 1899">• In August, we see the Pride return to Manchester over the August Bank Holiday, attracting over 100,000 visitors to the city.</li> <li data-bbox="552 1904 1487 2033">• Over the same weekend there will two concerts at Wythenshawe Park, New Order on the 24th and The Blossoms on 25th. There is also Test Match Cricket at Emirates Old Trafford as England take on Sri Lanka.</li> </ul>

Topic	Speaker	Topic Notes
<p><b>MU Foundation Update</b></p>	<p>MJ</p>	<p><b>Fan ticket donations</b></p> <ul style="list-style-type: none"> <li>• As ever, the Foundation has enjoyed an action-packed start to the year, and it's important to acknowledge the role that fans play in our work.</li> <li>• At the last meeting, the season ticket donation scheme had just reached £1 million in donations. We must reiterate our thanks to all fans who utilise this option to donate the cost of their ticket back to the Foundation, and to all supporters who champion our work.</li> <li>• Since the start of the year, further donations via the scheme have already raised an additional £200,000 to support our work.</li> <li>• Just to put a context on this; £200,000 will fund five Street Reds projects for a year – based in areas of deprivation, Street Reds is a free of charge evening football session that gives young people a fun, inclusive and safe place to go.</li> </ul> <p><b>Munich Air Disaster anniversary</b></p> <ul style="list-style-type: none"> <li>• It has been our ongoing mission – since our formation in 2007 – to honour the legacy of the Busby Babes through both programme delivery and by providing young people with unique life experiences. There's no greater example of this than our now-annual trip to Munich.</li> <li>• This year, a group of participants represented the Foundation with distinction, as part of a three-day cultural experience in Germany.</li> <li>• Prior to their trip we educated them on the Munich Air Disaster; this included a talk from Rachel Viollet, daughter of Busby Babe and Munich survivor, Denis Viollet.</li> <li>• As part of the Munich Air Disaster anniversary, MMMF (Manchester Munich Memorial Foundation) invited our group to attend the memorial service at Manchesterplatz.</li> <li>• Participants laid a wreath on behalf of the Foundation and a young man called Walid did himself proud by reading a poem written by one of the club's Under-13 players.</li> </ul> <p><b>TikTok</b></p> <ul style="list-style-type: none"> <li>• While we mention the Foundation being founded back in 2007, we must highlight our recent 17th birthday, which falls in March.</li> <li>• This year, to celebrate, the Foundation launched on TikTok, to engage with a new online audience of Manchester United fans and supporters of the Foundation.</li> <li>• On TikTok, the Foundation will provide participant and player-led content, aimed at exciting and educating a youthful generation of users.</li> <li>• Young people from Foundation projects will also be invited to help drive what they see on our TikTok as part of a youth-led approach to our content output.</li> </ul> <p><b>Green Football Weekend</b></p> <ul style="list-style-type: none"> <li>• For a second year in a row, Foundation participants have helped Manchester United to win the Green Football Cup, forming part of a campaign to highlight climate change in football.</li> <li>• Participants scored 'Green Goals' by completing environmentally friendly activities, such as energy saving, litter picking and cooking vegan dishes to ensure we topped the table.</li> <li>• Two Levenshulme High School pupils were among the highest scoring individuals in the game and were presented with the trophy by Katie Zelem and Aoife Mannion at Carrington.</li> </ul> <p><b>Girls spotlight</b></p>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• As well as a spotlight on our women’s team, International Women’s Day presents an opportunity to recognise the amazing achievements of our female participants.</li> <li>• Throughout March, the Foundation delivered specialist events to inspire girls, including a STEM event at the University of Manchester, girls-only football tournaments, referee courses, and a Breaking Barriers Academy event with adidas, providing girls with knowledge on the importance of menstrual cycle education awareness in sport.</li> <li>• We also shared the story of participant Iman, one of just 100 global winners of the Rise programme – which will now ensure she has access to funding to pursue her social action project as well as unlimited funds to support her university education.</li> <li>• As of the end of March, the Foundation has worked with 4,227 girls through community engagement projects this season – a 22% increase from this stage last season.</li> </ul> <p><b>Children’s Mental Health Week</b></p> <ul style="list-style-type: none"> <li>• Another inspiring group of girls from partner school, Dean Trust Rose Bridge in Wigan have developed a dedicated school area for mental health, as part of a social action challenge.</li> <li>• The school’s social action group, made up of five girls, designed an inspiring piece of wall artwork, reading ‘You are not alone’, signposting students to the space as part of our school-wide ‘Happy To Chat’ initiative which encourages conversations between young people.</li> <li>• The girls’ project earned them a visit and praise from their local MP, Lisa Nandy. The pupils will now go on to represent the Foundation at Wembley later this month in a national Premier League Inspires event centred around mental health.</li> </ul> <p><b>Championing Arissa</b></p> <ul style="list-style-type: none"> <li>• It is apt that we conclude our review of recent months by shining a light on our participant Arissa, whose story we shared with the help of Bruno Fernandes recently.</li> <li>• At her point of intervention with the Foundation, four years ago, Arissa felt she was ‘going down the wrong path’ – but after participating in our targeted prevention programmes, joining Street Reds sessions and developing her personal skills, Arissa is now thriving as a member of our Street Reds Youth Voice panel, an advisor on the Street Games Youth Advisory Board, and has presented to Greater Manchester Mayor Andy Burnham.</li> <li>• Arissa was presented with our ‘Community Captain’ award by Bruno Fernandes, who was inspired by meeting Arissa and said he felt sure that Arissa would, ‘Go on to do great things in her life.’ The Award forms part of the Premier League’s More Than A Game campaign.</li> </ul> <p><b><i>CL relayed the importance of promoting the results from fan ticket donations, particularly with regards to season ticket usage concerns, to help improve perception of policy. AW agreed. RMc highlighted the Foundation’s end of season report and agreed to amplify to those who have not yet used ticket donations. CR agreed.</i></b></p>
MUDSA Update	CB	<p><b>The Foundation</b></p> <ul style="list-style-type: none"> <li>• Our regular work with the Foundation continues with the “Ability Counts” programme (which is supported by MUDSA) going from strength to strength, thanks to the hard work of Matthew Pilkington</li> </ul>

Topic	Speaker	Topic Notes
		<p>and his colleagues. Please look at the Annual report which will give you an idea of the positivity being generated out there by Matt and his team.</p> <ul style="list-style-type: none"> <li>• MUDSA &amp; the Foundation were successful in our joint bid through the PLCF Fans Fund. This means we can roll out a leadership programme for a group of MUDSA members over the next 9-12 months.</li> <li>• What this means: 20 MUDSA members (ideally under 18) will complete the following: <ul style="list-style-type: none"> <li>Sports Leaders qualification</li> <li>FA Playmaker qualification</li> <li>Volunteer for Manchester United Foundation</li> <li>Access leadership workshop from Foundation and club staff</li> </ul> </li> <li>• Also, the committee will be part of a roundtable discussion with the members on the following: <ul style="list-style-type: none"> <li>How and why we became a MUDSA committee member</li> <li>What skills are required for your role?</li> <li>What is the thing you most and least enjoy about being on the committee?</li> </ul> </li> <li>• Rick Clement will be acting as lead on this project for MUDSA and it's something we're all excited about.</li> </ul> <p><b>MUDSA Cup</b></p> <ul style="list-style-type: none"> <li>• Our flagship event, the MUDSA Cup, will return to Carrington on June 15th and we hope for the good weather we got last year.</li> <li>• The MUDSA Cup is a mixed ability event i.e. boys and girls playing in the same team, plus disabled and non-disabled. Age criteria is 12 to 16 inclusive, so it was a little surprising last year to see one team field a player with a full beard and another field 3 players well over six feet tall, but hey ho.</li> <li>• The tournament is funded by MUDSA and forms part of our Ability Counts 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.</li> <li>• 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.</li> <li>• It is a very special day for the young kids who get to represent their club and wear the team shirt. Plus of course, an equally special and very proud day for their parents.</li> </ul> <p><b>MUDSA Annual Bowling Challenge</b></p> <ul style="list-style-type: none"> <li>• The event is scheduled for June 2nd and is always a popular family event. Everyone takes part; and one way or another, finds a way of getting that ball down the lane. There are trophies to be won for the best on the day. All the kids get a medal, but most importantly have a great day out.</li> </ul> <p><b>MUDSA trip to Carrington</b></p> <ul style="list-style-type: none"> <li>• The second MUDSA trip to Carrington of the season is taking place on May 18th and the lucky people whose turn it is are seriously excited. They visit Carrington and get to see the team train from the balcony of the Jimmy Murphy centre.</li> <li>• After training, they travel down to Old Trafford for a tour of the stadium, followed by a hot drink and cakes in the red café. It's a</li> </ul>

Topic	Speaker	Topic Notes
		<p>truly memorable day out for the members who get to go after being on the waiting list for years in some cases.</p> <p><b>MUDSA AGM</b></p> <ul style="list-style-type: none"> <li>We hope to hold the AGM in July and will be in contact shortly once the date is confirmed.</li> </ul> <p><b><i>CB asked if the club would continue to support the bowling challenge. AW and RMc agreed to support.</i></b></p>
<p><b>AOB &amp; Members' Questions</b></p>		
<ul style="list-style-type: none"> <li><b>CL: post-match buses have been popular, since the changeover to the Bee Network, can the club look at ways to increase capacity and introduce new routes (Piccadilly/Salford Crescent/MCR airport) and improve stadium egress?</b> CR agreed the club will pick up with JL and transport sub-groups.</li> <li><b>DF: there are 700 kids in the Family Stand, can we look at ways to improve experiences, such as birthday scoreboards etc.?</b> RMc: fully supportive of looking at more ways to improve the experience of our young fans. We always encourage participation (four pages dedicated to birthdays in the last programme) and suggested creating a sub-group to pick up on family stand matters.</li> <li>DH thanked the club for supporting with alternative parking arrangements for the Women's FA Cup Final. CR acknowledged support from Lancashire Cricket Club.</li> <li>ZB reassured by the forum discussion, thanks to the club for listening and CR for chairing.</li> <li>Meeting closed; the next Fans' Forum will be held in late June/early July (date TBC)</li> </ul>		
JL	<p><b>During the forum meeting on Friday 25th February 2022 Jim Liggett Operations Director - Venue said and I quote ' Works to our tunnel area is already on our agenda and plans are in place to scope options and designs later this month ' - why no further progress.</b></p> <p>We have a scheme in place to cosmetically refurbish the players tunnel, consultation needed with Team Management and the Board on timings and scope of work.</p>	
JL	<p><b>Once again the toilet facilities pre turnstiles opening was appalling, the portable loos by the ticket office at 11.45 well over 2 hours before the game were a mess! not fit for purpose and for women and children it must be a horrible experience please consider alternatives prior to kick off, a few portaloos with no facilities to wash hands etc is not acceptable in this day and age, we do deserve at least a basic operating facility</b></p> <p>We apologise that the facilities were not in a good condition, as you have described. We have improved our cleaning regime to address this to ensure they are in an acceptable condition at all times on matchday. Should you have any issues in the future then please raise this with a member of staff who in turn can contact our Cleaning Team to address the situation as soon as possible. We are currently investigating the feasibility of introducing different toilets to replace the existing 'portaloos'. These will provide improved facilities.</p>	
JL	<p><b>I've noticed that our players often perform poorly at corners when they have to run up the small slope. Retired players have mentioned our ground as the toughest to deliver corners,</b></p>	

Topic	Speaker	Topic Notes
		<p><b>for this reason. As a team which wants to attack a lot and have many corners, surely the grass should be raised to help our players?</b></p> <p>We have a skilled and dedicated pitch team that prides themselves in preparing a high-quality pitch at Old Trafford for all games throughout the season. The Head Groundsman communicates regularly with the teams. We are not aware of any concerns regarding the corner areas.</p>
AW		<p><b>Are the club confident they have the right structure and people in place with John Murtough stepping down, especially with an important transfer window coming up quickly?</b></p> <p>We are working to put a new football leadership structure in place as soon as possible. In the interim, we have experienced existing leaders who will ensure we continue to operate to the highest standards through the remainder of the season and as we plan for the summer transfer window. The leadership team will continue to work closely with Sir Dave Brailsford and our colleagues at INEOS, focusing on performance and outcomes across all our football activities.</p>
AW		<p><b>I've heard this mentioned numerous times by supporters but I'm not sure if it has been formally asked/requested. The giant Manchester United crest on the glass display at Manchesterplatz in Munich looks hideous and takes away from the display itself. My personal view is it should be removed if possible.</b></p> <p>The club is very appreciative of the work by Manchester Munich Memorial Foundation and Red Docs Munich, for not only funding the showcase but also maintaining that area in Manchesterplatz.</p> <p>We will raise this point with both organisations for consideration as we collectively preserve the crash site in memory of those who lost their lives.</p>
AW		<p><b>Does the club have any recourse on changes to kick off times for TV? Several times this season I've been faced with home and away matches at times that have a material effect on my work and relationships, yet I cannot run the risk of non attendance or selling tickets back in case it impacts on future away or cup final ballots. The relatively short notice changes to matches also means that we cannot plan well in advance to use the most cost effective or efficient travel methods due to the potential for changes to dates and times.</b></p> <p>While we appreciate the difficulties that the Premier League has in balancing the various factors that go into fixture scheduling, including the importance of serving our broadcast rights-holders and global TV audience, we do feel that more consideration should be given to the challenges faced by our loyal, travelling fans.</p> <p>The difficulties in travelling around the country on bank holidays are well documented and the lack of a train service between London and Manchester on the evening following the Crystal Palace match will present insurmountable issues for many fans.</p> <p>We faced similar problems at Easter when our away fixture against Brentford was moved to 8pm on Saturday, 30th March, followed by an 8.15pm kick-off at Chelsea just five days later.</p> <p>We have written a strong letter to the Premier League to ask them to consider the interests of away fans when scheduling – particularly on bank holidays.</p>
AW		<p><b>Why don't the club do a squad photo anymore? Is this another tradition lost?</b></p> <p>We have continued to conduct annual squad photos and recognise the importance of this tradition. Sometimes there is a gap between the picture being taken and its use externally.</p>

Topic	Speaker	Topic Notes
MJ		<p><b>Although there are very few occasions when I do not attend home matches in person, when this does occur, I donate the cost of my ticket to the Manchester United Foundation. As this is a registered charity, I wondered whether it was possible for this donation to qualify for Gift Aid as I have seen no mention of this when doing so. Is it the case that because the club has received my season ticket money that this donation is deemed as being from the club (not me) and qualifies for Gift Aid that way or should it be possible for me to use Gift Aid?</b></p> <p>We are currently investigating whether both the Club online ticket platform and online donation scheme could accommodate a Gift Aid pledge to the Foundation, and we will update the Fans' Forum as soon as this reaches a conclusion.</p>
JL		<p><b>a problem which has got worse over the years is people arriving late, leaving early, leaving at half time early and returning late which not only disrupts everyone but potentially we miss action on the field. From looking around it seems that our area is worse affected than others and I assume that this is because there are more seats for people who come for the experience rather than true fans. When relocated for the European games we notice far less movement. We go to the Theatre of Dreams to watch football. When you go to the theatre you are stopped from regaining your seat if you are late. There are course repeat offenders who are regular match goers but the problem has got much worse in recent times. I'm not sure what you can do about this other than stewards perhaps stopping people regaining their seats until a break in play or indeed appealing to fans. Comments will no doubt be made that match goers leave early because of the recent performances but that is rubbish and indeed if it were true then they are not true fans ! I was delighted that the many who left early missed the two late goals against Brentford!</b></p> <p>We want Old Trafford to be as full and as vibrant in order to provide the best possible support for the team throughout the match.</p> <p>We will do some operational research to find out if there is a specific reason for disruption during the game and we will remind fans to arrive early to avoid delays when attending fixtures.</p>
JL		<p><b>I recall Paul Parker signing on account of being amazed at the fans sitting in the main stand watching the grass grow back in the summer he signed. Please open up the stadium this summer for fans to do this again! OT is such a special place there were surely be a desire by many to do this</b></p> <p>This is not possible due to the schedule of summer works in addition to the pitch renovation plan, but we have worked hard in recent years to offer fans an opportunity to play on the pitch at the end of the season and to open Old Trafford up to the local community throughout the year.</p>
RM		<p><b>As you are certainly aware, the atmosphere at old Trafford has declined over the years, and our rivals atmosphere has surpassed us. The smallest change could make a difference. For instance, Arsenal play "North London Forever" at the start of their games which boosts there team to start on the front foot. I have been trying for a while now to try and get some sort of change in this respect. I highly suggest that we should play the song "Take me home" by John Denver just before we kick off. It will boost The crowd from the get go especially because the fans will amend the lyrics to sing "take me home, united road". I would be grateful if you could raise this at the next fans forum as I would love to see this song played before the start of our matches.</b></p> <p><b>Can I ask why music is played before kick off? What purpose does it serve? It stops any atmosphere from building and I struggle to hear people around me to have any decent conversation. I'm visually impaired, so I rely on my hearing more and find sitting there in silence, whilst my ears take a beating from awful EDM music for half an hour before kick off is not enjoyable in the slightest. It's Old Trafford not creamfields.</b></p>

Topic	Speaker	Topic Notes
		<p>As we can see from the above two questions there are lots of different views on what makes contributes to a good atmosphere. We have worked extensively with TRA over recent seasons to improve the atmosphere.</p> <p>Anyone at for the recent cup game against Liverpool will know just how good the atmosphere can be at Old Trafford and the difference it can make to the team.</p> <p>Ahead of the new season we would be happy to work with a sub-group of this forum, and continue to work with TRA, to devise a survey to all season ticket holders to get their views and input into stadium atmosphere.</p>
AW		<p><b>Will fans have an opportunity to feed into the task force around the Old Trafford regeneration?</b></p> <p>The task force is made up of people with a variety of experiences, skills and backgrounds, representing all the key stakeholder groups whose support we need to turn the vision for a regenerated Old Trafford into reality.</p> <p>This is a complex and ambitious project that stretches beyond the stadium – with the aim of delivering social and economic benefits for our diverse local community and the wider region. We want to hear from the full range of voices and perspectives as we build a shared plan to deliver those objectives.</p> <p>The task force met for the inaugural meeting where fans were represented by Duncan Drasdo, CEO of MUST, and further consultation with supporters will take place throughout this process.</p>
AW		<p><b>Will Man Utd visit China on a tour soon (eg Hong Kong)?</b></p> <p><b>When is Man Utd going to tour to India?</b></p> <p>The club is appreciative of its vibrant and passionate support around the world and endeavours to create a pre-season cycle that allows us to engage with as many fans as possible, while also giving the team the best possible preparation for each new season.</p> <p>After visiting south-east Asia and Australia in 2022, it was decided we would build tours around the US and Europe for the next two summers, due in part to schedule and performance considerations.</p> <p>We are fortunate to have excellent partnerships in China and in India and tremendous supporters' clubs in both countries. We are pleased to send former players to both China and India to engage with fans throughout each season as we continue to show our commitment to those markets, and we will continue to look at opportunities to visit Asian destinations with our teams in future.</p>
RMc		<p><b>Will there be broader / formal ways to get involved or plugged into the Overseas Member perspective (eg regular liaison forum)?</b></p> <p>We have a dedicated role on the forum for an overseas official member representative and an overseas official supporters' club representative</p>
RMc		<p><b>In light of the recent women's world cup which highlighted the massive interest in the women's game by both women, men and also the massive interest by young girls, why isn't he women's matches available as a full 90 minute replay on MUTV ?</b></p> <p>We have invested in creating highlights for the Women's team (both long highlights, which are 20 minutes long, and short highlights which are 2-3 minutes long). Along with that we live stream as many full matches as we can (7 to date this season including friendlies), which is significantly more investment than most clubs. All of the above are on and available on MUTV.</p>
AW		<p><b>Very very disappointed to see how rarely we wear red shirts away. Newport, Wolves for example. Our club should stand for something more than modern commercialism and</b></p>

Topic	Speaker	Topic Notes
		<p><b>should respect the tradition of wearing red. I hope Sir Jim Ratcliffe is aware, I'd be interested to know his opinion. Is the kit for away games a club decision or something Adidas can specify? If the latter please renegotiate. Utd should always wear red wear possible.</b></p> <p>We endeavour to wear our home kit where possible but that is often decided between the club, the league/ competition owner and broadcasters to avoid kit colour clashes.</p> <p>The primary reason our red kit is less commonly worn is because red is a colour that often clashes with opposition home kits. Many football teams have primary colours that include variations of blue, black, white, or other colours that are not well-suited to red without causing visual confusion – especially for those who suffer with colour vision deficiency.</p> <p>We also sometimes face questions from fans about why popular second or third kits are not worn more often, so we are constantly seeking the right balance between these competing views and factors.</p>
AW		<p><b>When VAR decisions are made, the commentator is aware of the decision before the fans in the stadium (and the TV viewer too, for that matter). Please would the club raise this with the organising football bodies. It is disgraceful that the fan in the stadium is treated in this way; the last to know. As soon as the commentator can see the VAR decision it should also be relayed to the stadium.</b></p> <p>We recognise that the VAR process is difficult within the stadium without the ability to show footage of the incident or play live discussions between the referee and the VAR experts.</p> <p>In recent weeks the Premier League have announced amendments to this process for the 2024/25 season, including measures to improve the communication of decisions, and the club will work with the league to consider how we provide a better experience for fans.</p>
AW		<p><b>Sir Alex Ferguson employed a vision specialist Dr Stephenson, for many years, surely helping the players with vision exercises/ advice on kit colours. Do the club employ one nowadays?</b></p> <p>We have a strong internal medical team and also use a variety of external specialists, including in the area of vision, to help our teams prepare in the best possible way for each match.</p>
RMc		<p><b>What is the club's view on the TRA singing during this season's Munich commemoration?</b></p> <p>We do not believe any Manchester United fan would intentionally sing or disrupt any silence or commemoration of the Munich Air Disaster. We are aware that a small number of fans were singing during this but firmly believe they were unaware of what was taking place.</p> <p>We will continue to make sure future moments of reflection are well communicated and hope this doesn't happen again. We certainly do not believe it is fair to blame TRA (which had over 2500 fans in the stadium) for this unfortunate event and would also recognise the initiative TRA delivered to gift all travelling fans from Bayern Munich at OT for our CL game a pin badge to recognise the incredible support they have shown us since that fateful day.</p>
RMc		<p><b>The club has all birthdays on file. Can they be put in the programme / on the scoreboard for the closest match as a matter of course?</b></p> <p>Due to the volume of official members (including season ticket holders and executive club members) this would not be possible. Also, for United Review fans like to include a photo along with the birthday message. We try to accommodate all requests and at the recent Liverpool match we had 4 pages of the programme dedicated to this. We also display numerous messages on the scoreboard pre-game and our stadium announcer Alan Keegan also recognises fans celebrating anniversaries and birthdays.</p>

Topic	Speaker	Topic Notes
RMc		<p><b>How can one apply to be a part of the Fans Forum? What is the process of selection please I am an executive club member and would love an opportunity to be a part of the forum but unfortunately there is no guidance on how or where to apply for this post. Your honest response would mean a lot!</b></p> <p>All vacancies are communicated to fans via the official club website and app. In August we advertised several roles here: <a href="https://www.manutd.com/en/news/detail/applications-open-for-roles-on-fans-forum-at-man-utd-2023">https://www.manutd.com/en/news/detail/applications-open-for-roles-on-fans-forum-at-man-utd-2023</a></p> <p>We will continue to make roles available and the forum terms of reference allow for reps to serve a maximum of 6 seasons with their role being up for application every two years.</p>
SK		<p><b>If a member of a branch who is a season ticket holder finds they can no longer attend a certain match and transfers their season ticket to an official member. The season ticket holder due to rearranged fixture finds they could have now attended but another official member cant can the official member then transfer their ticket to the season ticket holder?</b></p> <p>Yes, a Season Ticket holder who no longer has a ticket in a game can receive a forwarded ticket from another Season Ticket holder or reverse their decision to forward.</p>
SK		<p><b>Fans remain concerned over the breakdown of tickets for home games. When and where will it be possible to see a full breakdown of tickets sold for each category (general admission, season tickets, hospitality, etc) for each match as was announced after the Galatasaray home match?</b></p> <p>This is online at <a href="https://tickets.manutd.com">tickets.manutd.com</a>. Go to 'Help &amp; Info', select 'Ticketing' then 'Match Ticket Breakdown: Season 2023/24'.</p>
SK		<p><b>Does the club respond to all communications received? And what is the normal timescale for replies to be sent?</b></p> <p>Yes, timeframe for a response is 14 days (although we generally respond within one working day). If an email has been sent to multiple email addresses, one reply or phone call will be issued. If a fan has not received a response to an email, they can call us on 0161 767 7770 where we can look into this further.</p>
SK		<p><b>I have been trying to get on a season ticket for the last so many years but after every year in waiting list I have not been successful.</b></p> <p>Season Tickets are in incredibly high demand and we understand that many fans would really love the opportunity to purchase. However, with very high renewal rates and reduction in capacity following implementation of safe standing seating for example, coupled with a very long waiting list there is no easy route.</p> <p>Priority for Season Tickets will go to Cup Season Ticket holders, although we weren't able to sell any new Season Tickets for 2023/24. We do expect to have a small number available for those with Cup Season Tickets this year.</p>
SK		<p><b>There's a case on Twitter today where a fan has been banned as the club technology detected he used a bot for Wigan away spares. No comments from me on that case, but when I try to apply for ballots from work the website thinks I'm a bot so it'd be a shame if innocent fans get bans. I work for Barclays so it's hardly a high risk network to be on and</b></p>

Topic	Speaker	Topic Notes
		<p><b>returns tend to go on sale while I'm at work. Can the club share this with their tech partner please.</b></p> <p>I provided an update on new bot detection technology we're using with our ticketing system provider SeatGeek in a previous meeting, and advised following issues at the Galatasaray home game that fans may face addition checks.</p> <p>The technology can be sensitive particularly if fans are refreshing pages in quick succession. To reassure fans however, a fan will never be banned without evidence. Even once a sanction is applied, there is a robust appeals process including our Appeals Panel which contains independent fan representation.</p> <p>For some further context surrounding measures in place online, please note that the number of bots accessing the site in March was more than double any other month this season, and the ratio of bots to humans accessing the site has also shifted significantly in the favour of bots. All bots are met with either a CAPTCHA or block. A bot has to complete a CAPTCHA to access the site. In reality they are indefinitely challenged as most bots repeatedly attempt to access the site but repeatedly cannot solve the CAPTCHA, so get stuck.</p> <p>All in all, we are pleased with the progress we have made to limit the access to the site from bots, and subsequent tickets they have taken away from "real" fans.</p>
SK		<p><b>Today, membership renewal emails have been sent. In previous years there's been explicit mention about members ability to apply for euro away matches, but this year there's no mention either way. Please can you confirm if members will be able to apply for Euro Away matches next season? As a member with 10 credits, and having attended nearly all Euro aways in the last decade, it would be a significant change and would warrant some consultation.</b></p> <p>Yes there is no change to this benefit. This was not specifically called out in the email communications, but following a couple of queries we subsequently added it to the benefits table online.</p>
SK		<p><b>Buried in our renewal email was the fact that our area is being converted to safe standing. There has not been any consultation with the season ticket holders and in this area people generally want to remain seated as we can see everything without standing. I have been supporting Utd for nearly 30 years and for decades have been sitting with my friend who has been supporting for 50 years and our two sons. We are approaching 70 and also bring young grandchildren (ie short people who cannot see when people stand) with us to our 4 seats together so standing does not work for us. We don't want to move at all as we like the seats, and also not least because the club says they cannot guarantee us getting new seats together. There are plenty of areas where fans do want to stand, such as the Stretford end so why not locate the safe standing there?</b></p> <p><b>When decisions are made to move season ticket holders to a different part of the ground and when new rail seating is planned, (a) are season ticket holders consulted? (b) if not, why not? (c) is the length of time that season ticket holders have sat in their seat taken into consideration? (d) is the age demographic of season ticket holders considered?</b></p> <p>We're delighted to be extending safe standing with a further 1,300 safe standing seats being added in the first tier of the North-West quadrant (blocks N2412 and N2413) ahead of next season. This means that more than 10% of the general admission capacity and all four corners of Old Trafford will have safe standing areas.</p> <p>Fans in these areas who did not want to use safe standing were invited to contact us to discuss options. Around 300 fans requested a relocation, of which 250 have chosen an alternative seat.</p>

Topic	Speaker	Topic Notes
		<p>Unfortunately, as I outlined in my main update, it is not always possible to consult with fans each time a change is made within the stadium. Naturally no fan will ever choose for their area to be impacted by development meaning they require a new seat. We are committed to continuing to make changes that will enhance the overall fan experience and will always do everything we can to support impacted fans.</p>
SK		<p><b>Last March I was sanctioned for 12 months from holding a season ticket because some colleagues I had passed tickets to for Fulham (home) had sold them on. I've accepted responsibility even though I feel it's a draconian punishment for a first offence. What makes it even more unpalatable is that when the ban expires, next month, there is no mechanism in place for me to re-purchase my season ticket. Instead I am faced with a wait which could run into years. So for a first offence, its not a one year ban - it's an indefinite one. This seems wholly unfair and I would be grateful if it could be raised at the next forum.</b></p> <p>We are very clear on the options available to Season Ticket holders who cannot attend a game, and operate a zero-tolerance approach to ticket touting and the unauthorised transfer of tickets. As is regularly discussed at this forum, we aim to ensure as many match tickets possible are available for Official Members to use, and Season Ticket holders can get a full refund using the resale option.</p> <p>All Season Tickets are for a single season, once a ticket has been sanctioned, or cancelled, that supporter is required to rejoin Official Membership and follow the same process as other supporters.</p> <p>Hopefully the reasons outlined in my update highlight why this is a serious issue.</p>
SK		<p><b>I am concerned about the new 17/19 rule regarding season tickets. From speaking to other fans at last weeks game fans have many valid reasons for not attending games (work, illness, family commitments and many more) who end up selling the tickets back to the club. For me this is a good system as I currently purchase tickets off the club's website from these sell backs to the club. I would be concerned that the new 17/19 rule will result in less availability in tickets for members who are not season ticket holders (more mandatory attendances will result in less sell backs) From season ticket holders who I spoke to will be more likely sell tickets on the black market when they can't attend matches beyond new 17/19 limit. Even though the current sale back system may not be perfect it works for a fan like myself being able to access tickets. Can you please request the club reverse this decision? In addition how does a new system like this benefit a fan like myself?</b></p> <p>Using the resale option counts towards attendance. Needing to have used a ticket for 17 out of 19 games includes personally using it, forwarding to an Official Member, donating the cost to MU Foundation and returning for a refund.</p> <p>Increasing from 14 to 17 games should mean more tickets are available for Members to buy, for each game.</p>
SK		<p><b>Cup Season Tickets</b></p> <p><b>Reading the Fan Forum minutes the only references made to Cup Season Tickets on a regular basis are negative ones. As a fan who embraced the Cup Ticket opportunity as a path to demonstrate commitment towards a season ticket I think its a great idea, I would like to see the fans forum, as well as the club, showing support for this scheme. My question, as we approach ST renewal time, is to give Cup Season Ticket holders an idea of the queue length; How many cup season ticket holders are there, of those how many have been held for 2 years and how many have achieved 100% cup attendance over the last 2 years? I assume these will be the criteria used when allocating any potential season tickets.</b></p> <p><b>Why, unlike last season, have Cup Season Ticket holders not been invited to apply for FA Cup semi-final tickets?</b></p>

Topic	Speaker	Topic Notes
		<p>We are pleased to be able to offer Cup Season Tickets. No new Cup Season Ticket or Full Season Ticket sales were offered last season due to high renewal rates, and opt-in rates for cup games. We cannot speculate on timelines until after the renewal period has ended, and we know which Season Ticket holders have opted-in to which cup competitions for 24/25. As mentioned in an earlier question, we are hopeful we will be able to allocate Full Season Tickets ahead of next season.</p> <p>With fewer home cup games this season there were more Full Season Ticket holders who had purchased all home cup games. Cup Season Ticket holders would have been deprioritised against these and none would have been successful, so we did not accept applications.</p> <p>Each time we play in a semi-final or final application is determined at that time when we have a full picture including number of tickets, and eligible fans.</p>
SK		<p><b>MT: The allocation of match tickets for total branches for season 2023/24 was cut from 1600 tickets to just 900 plus further 100 for special request, this reduction was not approved or announced at fans forum meetings to my recollections.</b></p> <p><b>I understand the reduction was based on seasons 20/21 and 21/22 since then there has been a big increase in the number of new branches (which is great) worldwide. More important total membership for total branches has increased (again great for our club).</b></p> <p><b>How many new branch members from 20/21 to 23/24? I also appreciate total membership worldwide has increased also can the club look at an increase in allocation for branch tickets. Many branches struggling to run coaches through lack of tickets which could result in long standing branches folding. Any increase however small would be welcome.</b></p> <p>We review all of our allocations each summer, which will again take place this summer. The MUSC allocation is something we are extremely proud to continue offering, however, we need to ensure fairness across all of our Official Members.</p> <p>Currently, around 12% of Official Members are part of an MUSC.</p> <p>MUSC's are allocated 1,000 dedicated tickets, which is 50% of what is available in the initial ticket release so at this time, is disproportionate to the 88% of members who are not part on an MUSC.</p> <p>We also enable MUSC members to purchase tickets at the same time as other members, ensuring they can capitalise on tickets returned via the Season Ticket resale scheme.</p> <p>At this time, we are committed to trying to maintain the allocation at its current number for Premier League games but will need to will review cup matches this summer. We are not in a position to increase this allocation.</p>
SK		<p><b>The new youth section is proving to be really popular, but doesn't fully address how those who haven't currently got season tickets can attend matches in the section with their friends. One way to address this would be to have a small block of tickets made available for youth memberships where small groups could apply together. Could the feasibility of this be looked into.</b></p> <p><b>As a group we have just been successful in applying for the new atmosphere section in the Stretford end, Our group includes 2 Youths and 3 under 16s, I understand that people at the bottom of block 209 in the youth bit will get the tickets at £16 per game but the youths and u16 in our group in the same block just higher up won't get this price and will just get a little knocked off, how do you justify that especially when we were not even given the option to choose those seats as a group? Surely if it's an atmosphere section then the price should be the same for all Youths/u16s in that section and not just a few rows? Also should those low rows not be given to groups that have u16s in for the view?</b></p>

Topic	Speaker	Topic Notes
		<p>I covered Youth match-by-match applications in my main update, and we will revert with a proposal in the next forum.</p> <p>We do not have dedicated Youth Section of Old Trafford, we have just ringfenced a number of Season Tickets within the Atmosphere Area for sale to those within the Youth bracket to further our commitment to provide a stepping stone for our young fans. As mentioned in my update, these tickets were not oversubscribed for next season.</p>
SK		<p><b>Why do the club continue to allow GMP and other policing groups to lower United's away allocation, the most recent example being the Wigan FA Cup game. There are also rumblings that the clubs safety team actually advised GMP to do this. What sort of club prevents more of its own fans attending the teams games! My question is, can the club please start challenging these ridiculous decisions to limit away allocations, this is 2023, not 1983.</b></p> <p>GMP do not reduce our allocations for domestic away games, and the club would never ask them to do this. If we are offered a reduced allocation by an opposition team we challenge this immediately and liaise with the club directly. If they cite safety grounds for this decision, we involve our safety team and GMP as a way to assist the opposition club better manage their stadium and increase our allocation if possible.</p> <p>Examples of reduced allocations we have challenged this season include;</p> <ul style="list-style-type: none"> <li>• <b>Liverpool:</b> their building work reduced our allocation, but we spoke to them at length around this, as well as other clubs to ensure our allocation was in-line with that others had been offered. They have committed to offering us 3,000 in future seasons.</li> <li>• <b>Nottingham Forest:</b> they removed the front row of our allocation due to fan behaviour in the previous season.</li> <li>• <b>Nottingham Forest FA Cup:</b> this was never publicised to fans but our allocation was initially below the required % for the competition. Our ticketing team worked tirelessly over the weekend liaising with our colleagues at Nottingham Forest to assist them in providing solutions. GMP were present at the safety meeting which resulted in us being offered the correct number of tickets and supported us with this.</li> </ul> <p>Note that Wigan Athletic provided more tickets than we were entitled to for our FA Cup fixture.</p>
RMc		<p><b>Can we implement an opportunity, or a raffle type event, for younger fans to be a mascot at future games?</b></p> <p>We work with the MU Foundation and also our partners to give young fans the opportunity to be mascots where available. We will continue to look for more opportunities to do this. For example we recently ran a competition for a young fan to be a mascot at the semi final on Sunday, and we are working with the MUWSC ahead of the Chelsea game at Old Trafford in May</p>
SK		<p><b>Why can't the club do a bit more to make the kids feel special? For example why can't the annual Membership pack with the bits and pieces be at least sent to the U16 ST holders too? Christmas cards / player prints / birthday cards - really easy to send out;</b></p> <p>We have answered this question in many previous forums. We have prioritised maintaining extremely competitive pricing, as well as introducing new discounts for younger supporters, rather than added value items that were not considered value for money.</p> <p>The membership scheme is available to purchase for any Season Ticket holders, however, as a reminder, all non-physical benefits of this are made available to Season Ticket holders as well.</p>



## Appendix

*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. There is concern that innocent fans are being impacted by having their tickets disabled so they have to go to the ticket office for an ID check or in other cases because the system flags their ticket as having already been scanned and the rightful ticket holder is denied entry despite proving ID
2. I messaged our Independent supporter liaison officer on Twitter about the fans forum but my email below is a bit too long to share on the submit a question box as I've raised a few points. I'm hoping this can be passed on to whoever may listen. I've taken a bit of time to raise something I feel strongly about. I'd really appreciate someone taking the time to go through this, I know you guys do the very best they can to help our support and it must be very difficult trying to communicate with the club the way things have been. I wanted to share my feedback for how unfair I believe our away ballot system is. People may agree or not, or could offer a better solution but how it's run currently is a joke to me. After speaking with lots of people who apply they share my frustrations with it. The most frustrating thing for me and lots of others is that a person could apply for 19 away games in a season and get nothing back in and yet a person could just apply for say City or Liverpool and have the exact same chance as getting that ticket as the person who has applied for all 19. Not even taking into effect that person has probably been applying for every game for years. I think a fairer system would be where you have had to apply for 15/16 games in the previous season to qualify (unless you've just qualified to start applying after being a ST for 3 years). This way the ones who are willing to go all across the country will have a better chance. I've got someone I know who only applied for 7 last year and got 4, honestly I don't see how that's right. I get the argument for us not doing points on domestic games because everyone would be on the same number of points but surely there is a better way than this. In theory if it's random you could go a whole season without getting one. Why can't we have a system where if you've applied for the last 4 and not got one you go to the front of the queue and have a bigger chance of getting a ticket. We all want to be able to share our tickets with our mates who go but with this transfer of tickets, how many are applying for people with absolutely no intention of going. I think this should be limited, I'm sure there's people who have applied and just transferred it every time they've got it to another member and they've not been once themselves. I'm currently on 6 European credits from the last two seasons and I've had one in the ballot in the last 12 months. There is people spending a fortune going all over Europe and we get so little. There is just no loyalty to our away ballot, I know we're not like everybody else in the country but there has to be some loyalty somewhere other than just the standard loyalty pot. Every United supporter who goes home and away all the time knows how much of an issue touting is and we need a better way to sort this. It's honestly embarrassing how many they are when you go to a London away game. We need to be doing full collections 1 out of 2 games and it would soon weed out the individuals who aren't going. I know a lot have been against this in the past but I think that opinion has changed and far more people would be open to it now given the issues which keep happening. I know so many people who go who don't even have season tickets, honestly it's the most frustrating thing for so many supporters who pay for all your home cup games so you can apply for aways and you get so little back in the ballot. Our away support used to be the best in the country but it's gone down hill massively and I think the points I've made here are contributing massively to that. I've spoken directly to senior members of the ticket office on many of occasions raising my concerns and they said the best people to raise it with is the Fans Forum. I just really hope something can change going forward and people who are applying every game can get a fairer share.
3. I spoke to the ticket office a number of times due to the way the ballots are run .. and I've had the same response that last season they tried a new way which was people who attended every game got priority in the ballots. Which I think is fair . So why did you board vote against this and put it back to the way that anybody can get tickets in the ballot . . . What about the fans that attended every game big in small . The real fans shouldn't we be put first . Unlike someone who just attends the big games? I find it very disappointing that this is the way . So someone could make a membership when the ballot opens and get a ticket over a fan who attends every game . This needs to be sorted and putting real fans first.. it's a joke .
4. This is an email I've sent to the feedback email suggested by the ticket office. I'd like something to be brought up at the next fans forum about the current system and some feedback please. Hi, I'd like to make a formal complaint about the away game ticket application process and I'd like an independent investigation into the ticket office team because I believe they're not processing the

ballot truly and are making sure their friends and family are getting the tickets that we all as season ticket holders who are paying for every game are entitled to apply for with a fair and equal chance of being successful. They refuse point blank to entertain anyone having any contact with anyone other than this feedback email address and the ticket and membership email address and it's all the same 3 people in my experience. Liam, Jake and Julie who's apparently the manager but I'm not entirely convinced about that and could easily just be a front. As for the returns process I've suggested having a set time for them to go on the website and for the numbers of returns as well as how they've been allocated to go on the website and nothings changing because there's definitely the opportunity for the ticket office staff to be giving their friends a nod as to the time they will go on to make sure there getting them. We were asked last season how we'd like returns to be allocated and it was for people who've been the most unsuccessful to be given them yet that's not happening and they're hiding behind the fact they just dump them on the website at the appropriate time in the week before the game for the said friends to be able to access them which is basically the status quo! I'm going to suggest a loyalty based system that includes every part of the match going season ticket holder for a new system for away games and needs to include home games actually attended not just purchased, away games applied for, away games actually attended when successful and European away games attended when tickets are required to be collected not for example Galatasaray because that away end was nowhere near full as soon as the ticket collections were cancelled. There's got to be a system where each different criteria is worth a different level of points and then a percentage of the available tickets is allocated on that loyalty. I'll assume this will be completely ignored because it will hamper the ticket office's ability to make sure their friends are sorted out! There's the ability now for technology to make sure tickets are passed on in the correct way most of the time for home games with the changeable QR codes, NFC etc and the European games have to be collected anyway so it'd be a lot more difficult for the touts to fiddle it. It's time for absolutely everything in the away ticketing process to be completely transparent not just the bits you want people to have knowledge of. I'm going to send this to the season ticket holders representative on the fans forum as well because I expect this to be brought up at the next available meeting because as things stand in my experience of speaking to people at games nobody is happy with the current process.

5. I thought it was agreed that high number of unsuccessful applications would be offered away tickets first however I notice tickets be put on sale on website so United not broken agreement.
6. I would like to raise my concern about the away ticket ballot process. I have been a season ticket holder for 18 years. I have applied for all away matches (except for 1) yet find myself being unsuccessful for every game I have applied for so far this season. I have attended 2 euro away matches yet find it unbelievable that I have not been successful in any away ballots including the FA Cup. This does not seem right as I know people that sit nearby who are not in the loyalty pot yet seem to be successful in every ballot. On this information I don't feel that the ballot process is open and fair. I would appreciate any feedback?
7. The away ticket return process, can this please be reviewed to make it inclusive for everyone. Because at present, domestic away tickets that have been returned, becoming available randomly online, only allows those who can sit in front of a computer all day to acquire them. Those of us who work and don't have that luxury of time and/or access to a computer/mobile device are not able to get them... you are getting the same people getting any returned domestic away tickets. The system needs to be fair and inclusive to all, and this needs looking at by the club.
8. My son, nephew and I have applied for every United domestic away for the last 2 seasons. We have had not one success. I have spoken to the ticket office multiple times to be told "It's a ballot, you will be moving up the waiting list for returns". I have never had the opportunity to even apply for a return. We were hopeful for Wigan tickets but again were unsuccessful whilst friends of ours were in their first ever away application. How's this fair? I propose a points system where unsuccessful applicants gain points so they have at least a singular chance of being successful for an away application. Those who have a successful away application then immediately being returned to zero points. Can you help with this?
9. I have been a season ticket holder for over 30 years. Most seasons I have applied for every domestic away game. I was in the loyalty ballot for many years too. In the past 18 months I have hardly had a ticket. I only had 2 league away tickets in the whole of last season and I've only had 2 so far this season as well. This is the worst success rate I've ever had by far. This is massively unfair in my opinion. A lot of the other big clubs like Villa and Arsenal weight the away applications towards long standing season ticket holders who regularly apply. I totally accept that demand is over supply for away tickets but the current process is not fit for purpose. I can give you examples. One of my friends has just become eligible to apply for aways after holding his season ticket for 3 years. On his first away game application which was Fulham away, he gets one. I've had 9 consecutive failed

away applications. That person shouldn't be able to just apply and get a ticket. He should have to apply for so many away games first and then only have a very slim chance of getting one. What's really annoyed me is the Wigan away game in the FA Cup. Again, I was unsuccessful in the ballot. I appreciate approx 16,000 have applied. But again, I can give you an example of why the system is unfair. Another friend of mine managed to get a ticket for the game. He opted out of the Europa League last season and hasn't applied for 1 domestic away game this season. On his first domestic away application he gets a Wigan away ticket. Totally unacceptable in my opinion. That person shouldn't even be allowed to apply for the game. Tickets should go to fans that have been loyal staying the Europa League home games previous seasons but more importantly applied for a minimum number of domestic away league games this season prior to the Wigan game.

10. I wanted to share my feedback for how unfair I believe our away ballot system is. People may agree or not, or could offer a better solution but how it's ran currently is a joke to me. After speaking with lots of people who apply they share my frustrations with it. The most frustrating thing for me and lots of others is that a person could apply for 19 away games in a season and get nothing back in and yet a person could just apply for say City or Liverpool and have the exact same chance as getting that ticket as the person who has applied for all 19. Not even taking into effect that person has probably been applying for every game for years. I think a fairer system would be where you have had to apply for 15/16 games in the previous season to qualify (unless you've just qualified to start applying after being a ST for 3 years). This way the ones who are willing to go all across the country will have a better chance. I've got someone I know who only applied for 7 last year and got 4, honestly I don't see how that's right. I get the argument for us not doing points on domestic games because everyone would be on the same number of points but surely there is a better way than this. In theory if it's random you could go a whole season without getting one. Why can't we have a system where if you've applied for the last 4 and not got one you go to the front of the queue and have a bigger chance of getting a ticket. We all want to be able to share our tickets with our mates who go but with this transfer of tickets, how many are applying for people with absolutely no intention of going. I think this should be limited, I'm sure there's people who have applied and just transferred it every time they've got it to another member and they've not been once themselves. I'm currently on 6 European credits from the last two seasons and I've had one in the ballot in the last 12 months. There is people spending a fortune going all over Europe and we get so little. There is just no loyalty to our away ballot, I know we're not like everybody else in the country but there has to be some loyalty somewhere other than just the standard loyalty pot. Every United supporter who goes home and away all the time knows how much of an issue touting is and we need a better way to sort this. It's honestly embarrassing how many they are when you go to a London away game. We need to be doing full collections 1 out of 2 games and it would soon weed out the individuals who aren't going. I know a lot have been against this in the past but I think that opinion has changed and far more people would be open to it now given the issues which keep happening. I know so many people who go who don't even have season tickets, honestly it's the most frustrating thing for so many supporters who pay for all your home cup games so you can apply for aways and you get so little back in the ballot. Our away support used to be the best in the country but it's gone down hill massively and I think the points I've made here are contributing massively to that. I've spoken directly to senior members of the ticket office on many of occasions raising my concerns and they said the best people to raise it with is the Fans Forum. I just really hope something can change going forward and people who are applying every game can get a fairer share.
11. I have a suggestion for the away ticket allocation process that I truly believe would have multiple benefits for both the club and fans. The current ballot process is mathematically fair, but it creates a bell curve of applicants, with a vocal minority who get very few (or no) tickets and feel disappointed/let down by the club, and often post about this on social media. It also encourages people to apply for every single away game, even ones they have no intention to go to, which increases touting. The current success rate for regular ST holders is around 20%, so around 5 successful applications if applying for every league away game (19 in total). If the maximum number of possible successful applications was capped slightly above this number (say 6 or 7 out of a possible 19) there would be multiple benefits. 1. The bell curve would flatten and tickets would be distributed more evenly 2. People would feel like they have a higher chance of success and have more good will towards the club 3. There would be less touting as there would be fewer applications from people who don't want to go to a specific game (as a successful application would mean one fewer possible ticket they could get that season) 4. There would be less moaning on social media about getting 'chubbed', never getting tickets etc (there is an awful lot of this amongst ST holders, but of course, it is a vocal minority. Those towards the centre of the right of the bell curve have no reason to moan!) Cup games could still be ran as regular ballots as they are now. Please do give this some consideration for the reasons laid out.

12. Me and my daughter have Platinum tickets. We keep applying for away games and are unsuccessful. I want to raise the issue of Gold and Platinum having a separate "Loyalty Pot". I would like to propose a ballot whereby some tickets for each game go to those ST Holders who have had their ST for over 20 years. How do i go about balloting for this proposal?
13. Essentially, my idea is to try and guarantee or at least increase the likelihood of getting your 22-23% of league away tickets (which is about 4). Problems with current away ticketing procedure: Touting 'Bell curve' effect of unevenly distributed tickets Over-subscribed ballots People feeling hard-done to and being a vocal minority on social media, fostering more suspicion/negative sentiment to the club Worsening atmosphere at away games I believe I have an idea that could help with all of those issues. The current success rate for a normal ST holder is around 20%. 20% of 19 away league games is 4 (roughly). If the number of possible successful applications was limited at just over 20% of 19 (say 5 or 6 for example), several things would happen: People would be more selective about the games they apply for, as reaching the limit would mean no more applications. This would bring down the over-subscribed ballots. The 'bell curve' would be much flatter with fewer outliers at either end, which would reduce people's negative sentiments, negative social media etc, this is due to ST holders receiving something mathematically closer to 20% of 19 than what occurs now. There would be fewer outliers at either end of the curve. Touts would have less power. They personally could only receive a limited number of tickets in ballots, and there would be fewer people with away tickets they didn't want, or for games they couldn't make (as in point 1) to sell to touts. Essentially, there would be more people with tickets to the away games they want to go to. Atmosphere would be improved with fewer 'new' fans having paid big money to go to an away game. This is a source of a lot of frustration amongst ST holders, i.e. being unsuccessful in the ballot but hearing stories of people that might not even be a member paying £3-400 to a tout for an away ticket and not joining in with the songs etc., while they have to sit at home and watch on TV. This model could be replicated with the appropriate % for loyalty pot and Exec club too if needed. The process for dealing with returned tickets could be kept the same. For cup games, the current balloting system could be run. An additional measure, which is separate to this but would help, would be to allow ST holders to designate a small number of non-eligible members to transfer away tickets too (say 2 or 3 members), which can't be changed through a season. This would reduce touting by definition and help improve sentiments towards the club - there is no real reason someone who can't go to a game and who can't or doesn't want to send the ticket back shouldn't be able to sell for FV (or just give for free) to a friend who is a membership holder. That should be their privilege for winning in the ballot. This passing tickets to friends does happen anyway but it results in people being fearful of being stopped by staff because they're technically ineligible, which is unfair as no touting has taken place. Most ST holders would probably designate longer-standing fans that aren't eligible, which would again improve atmosphere. I think not being able to do this probably encourages people who can't go to tout their ticket more than anything else. I'm happy to talk about any of this in further detail, but I am absolutely convinced it would work, and the current away ticketing system is in such a state that any improvement would help. I am a ST holder and try to get to as many away games as possible, so am speaking from experience.
14. This season has seen unprecedented numbers applying for away games. With such huge numbers away ticketing success in the ballot differs widely. I myself have only had 1 ticket. Meanwhile I'm seeing international sth holders who rarely attend old Trafford being successful in all but one Ballot. Newport saw a cancellation or forward percentage of 46% because it was collection only. I and many others widely believe that the re introduction of mass collections and capping the number of times away games can be transferred is a must for next season is this something the club can look into please!!!
15. I just wanted to stress my frustration at the current away ticket distribution which seems to be at an all time low in terms of a successful application! I have applied for every single away game since I first had a season ticket back from the 2009/10 season and have slowly seen my success rate dwindle to just two successful applications this season. I appreciate there is no easy fix when demand outweighs supply but I would like to highlight the following; I know for a fact that some 'Red' season ticket holders have been upgraded to 'Silver' a year early. I contacted the club back in September when we realised and was told unless I could provide season ticket numbers or names then nothing could be done. If this has been done for a few thousand season ticket holders then it may explain the increase of applicants from roughly 7,000 pre-covid to over 12,000 for most games now. Surely the clubs computer system is sophisticated enough to run a report to highlight any mistakes they have made? For me to give three season ticket holders numbers of friends, who may be able to forward me a ticket during the season, is of no benefit but in the grand scheme of things having thousands of extra people apply does need addressing. Touting is a problem which has been around for years; I attended every away game for a two year period and a lot of these tickets were

sourced from touts. I sent the club an email at the end of both seasons showing a photograph of all the tickets and the problem still seems as big an issue today. With demand always outweighing supply could any of the following be an option? Reward for applying for every away game rather than just cherry picking. Despite applying for every game for years I have just the same chance as somebody applying for a one off game. Bring back full game collections. I always remember going to Leicester a few years back where the whole allocation was collection. I was unlucky in the original ballot and didn't get one but due to the fact I had applied for such a high numbers of games I was top of the list for any cancelled/returned tickets to which I was lucky enough to get one. I would take away the option of being able to 'Forward' the ticket on - if you are successful and then cancel you will be banned from applying for the rest of the season. It is too easy to just apply and forward the ticket on. Every season ticket holder should be guaranteed 3 or 4 away tickets a season; working on the 20% success rate for the standard pot being accurate. Again I'm sure the clubs computer system is capable of working this out. I often ready people that have got 7/8 this season and others who have had nothing. Lastly, the returned tickets are being hoovered up by the same people time after time. Again, there is a paid subscription service where a 'Link' to the returned tickets goes live quicker than clicking through the website.

16. Is there anything we can do about this relocation . Doesn't seem to be fair on many long serving fans . Seems to be all about corporate fans these days . Many disgruntled fans in and around me
17. I am appalled and disgusted with the club and Fans Forum for the way in which this has been handled and the total lack of communication to me and all the other fans within N2412. The first time I was made aware of the safe standing in N2412 was in an email about season ticket renewal dated 2/2/24, prior to this there has been no consultation what so ever with any fans in N2412. I have been a season ticket holder for 14 years in this location and everyone remains seated for 90 to 95% of the game so whats the point of making it safe standing. The areas were safe standing should be implemented is in WLO, W106 to 101, N1413, W3106 to 3101 and the east lower sections as they all stand for the entire game and it will be the same every season. If the reason for safe standing is to improve the atmosphere then it won't succeed, as the only way that it will be improved is to improve the quality and standard of football out on the pitch as we've had 10 years of boring, non-entertaining football. Under Sir Alex the football was always exciting and the atmosphere was always fantastic and that was without safe standing. Can we please reconsider not introducing safe standing in N2412 or why don't you ballot season ticket holders in N2412 so that we can have our say.
18. My husband is 64 .First went to United when he was 9 with his Grandad .Carried on going until the late 70's ,when he had had enough of the racism after a West Ham game. As a family ,we started going as members -2 adult 2 kids for a number of years ,before getting lucky and acquiring 2 season tickets. So we have been ST holders for a good few years now, but have enjoyed our moves to the TRA section since it began. My husband said at the start it was like the old days again. But it appears TRA has become a victim of its own success. We are now unsuccessful in their ballots, because United are reducing their allocation . However, I believe United are selling tickets in the 'Atmosphere Section' Is this true? Please can you show me TRA's agreement, to eventually allowing a ST area in TRA, which they deny. After the shocking events at the Galatasaray game, We were in official TRA seats for the Newcastle game. In front of us were 4 lads who did not follow TRA rules and did not sing, clap or speak the whole game. When the 3rd goal went in, they quietly celebrated to my horror and made their way out. They were Newcastle fans .How did they get a ticket on the TRA section? Why is United trying to demoralise what is a thriving, passionate area of the ground. The players and the Manager always acknowledge us. By reducing allocation you are spoiling everything these vocal fans are doing .You have put rail seating in. Why, if you are selling tickets to supporters who come for one visit, just to take a pic in TRA, won't sing and will want to sit down anyway? Apparently it was all over twitter that the Liverpool away end was full of tourists. People even posting the tickets of people who had paid huge amounts for a ticket. You must see this, so why aren't the people selling these precious tickets on for profit barred for life? If necessary bring in ID checks to the name on the ticket at the turnstiles. Please don't spoil TRA .Football is fun again in the crowd and I'm a female 67 yr old.
19. I really think it's time we start doing a lot more full collections for our away tickets. Every fan who goes knows how much of an issue touting is and this would be the only way to try and stop it. There is nothing more frustrating than hearing about it whilst you didn't get one in the ballot.
20. We've had 19 domestic away games this season. I've applied for all 19 and had 1 in the ballot. Been applying for 90% of away games since 2011 and a lot more from my Dad. This is such a ridiculously low return, surely something changes next season? This current system can't go on, I know loads who are in the same boat.

21. Can we ask the club if stretty lower can have the international Suite when the stretty upper execs go please? The stretty lower concourse has been substandard for years even by United standards and that is because of the space taken by that suite. United could knock it through into stretty lower and give the fans a great concourse showing the blueprint for the rest of the stadium once it's refurbished giving us the same food and drink offering available in the suite now etc.... Please pass on my objection to TRA having it as I can imagine they'll demand it for their drinking club.

*We have received 9 queries regarding family stand, all questions have been collated below and will be referenced within the main update.*

1. The pre-match entertainment is poor and almost non-existent. One person doing tricks and keepy-uppies at one end of the concourse (same every week) does not inspire young fans at all;- Some subtle things like the popcorn stall, the wall with the kids' names on, etc were not transferred from the previous Family Stand - these are easy wins and we don't understand why they are no longer on offer;
2. Half-time quizzes and prizes - where did they go?
3. Can we implement an opportunity, or a raffle type event, for younger fans to be a mascot at future games?
4. Why can't the club do a bit more to make the kids feel special? For example why can't the annual Membership pack with the bits and pieces be at least sent to the U16 ST holders too? Christmas cards / player prints / birthday cards - really easy to send out;
5. The club has all birthdays on file. Can they be put in the programme / on the scoreboard for the closest match as a matter of course?
6. Food and Drink offering is poor, particularly from a kids' viewpoint:
7. There are no signs at all to remind people this is the Family Stand. They don't need to be intrusive or go against the grain in terms of the rest of the ground, but equally, some "in tune" references to the fact children are the absolute priority in this stand would be welcomed; Separate kids toilets would very much be welcomed.
8. There is still a lot of noise about the location of the Family Stand. A lot of frustration that the children cannot get close to their heroes each week and a good number of people want to understand why we can't move back to the front.
9. There should be a core group of, say, 1% or 2% of away tickets that get allocated to FS members every game. Whether that's in the form of some sort of loyalty programme is TBC. This will encourage a consistent pipeline of youth at every away game and encourage our future support to get involved earlier.

*We have received 6 queries regarding season ticket usage, all questions have been collated below and will be referenced within the main update.*

10. I along with other ST holders I've spoken to are outraged at the decision that we can only miss 2 games next season or our ST will be taken off us. Don't the club realise we have different circumstances and can't always attend games and mostly at the last minute. My own circumstances is that I have an elderly mother to look after and I myself suffer from chronic asthma. Are the club wanting to get rid of long term ST holders. I've held mine for 35 years now but never felt so devalued by the club.
11. Please can the no cost, no hassle method to share a season ticket with a friend or family member for a match. This needs to be clarified given the trial of new app ticketing and proposed implications for number of unused tickets. Thanks for confirming the proposed no cost, no hassle method of sharing a ticket with a friend or family member when I can not personally attend.
12. Have any alternatives scenarios been investigated as opposed to changing the 17/19 rule and will the club make assurances that the policy will not be extended going forward. Having been extended from 10/19, to 14/19 and now 17/19 in the last few years. 17/19 seems extremely excessive and while the options for donation/forwarding have been explained, the policy adds unnecessary anxiety to supporters who may face difficulties or illness at very short notice. Do the club understand the impact of any threat of removal of someones season ticket towards supporters mental health?
13. Please can the club apply some discretion for fans if they are unable to attend a cup game. I have been penalised for missing 1 game in the Champions league due to me being unwell. My son has also been unable to attend Wembley for the same reason! He is 12 and can't drive so when I was unwell he couldn't attend the game. I have been to all of the cup games at home this season apart from the Munich game. The club received my money so I don't understand why I have been penalised. Any help would be appreciated

14. Please can we raise with the club the threshold for attending 17/19 games, which I feel is too high. The are so many circumstances that could happen where people are intending on attending a game but at the last minute can't and are unable to forward their ticket on. When I lived in the Peak District, I once got stuck in snow and had to turn back. How do I prove this to the club? My wife suffers with an autoimmune condition and suffers with tiredness and stress. If I'm on the way to a game and she rings me to say she's not well, I won't have time to forward my ticket on, my concern is for my wife's welfare. This will be the same for somebody who might have a young baby or elderly relatives. Whilst I understand why the club doesn't want empty seats, this is the wrong way of going about it for me. The club say they will consider exceptional circumstances, but what does this mean? Do we need to prove somebody's partner was worried the baby wasn't well, but then they were ok. Do I need to send dashcam footage of being stuck in snow or call logs when I received a call, which was an emergency and I had to return home. Somebody going through a stressful situation shouldn't have to go through more stress by worrying they might lose their season ticket, something that for me is a lifesaver with my mental health. I urge the club to please reconsider this.
15. I hold a premium membership with the club and attend matches regularly. I am not a season ticket holder. I am concerned about the new 17/19 rule regarding season tickets. From speaking to other fans at last weeks game fans have many valid reasons for not attending games (work, illness, family commitments and many more) who end up selling the tickets back to the club. For me this is a good system as I currently purchase tickets off the club's website from these sell backs to the club. I would be concerned that the new 17/19 rule will result in less availability in tickets for members who are not season ticket holders (more mandatory attendances will result in less sell backs) From season ticket holders who I spoke to will be more likely sell tickets on the black market when they can't attend matches beyond new 17/19 limit. Even though the current sale back system may not be perfect it works for a fan like myself being able to access tickets. Can you please request the club reverse this decision? In addition how does a new system like this benefit a fan like myself? I would appreciate if this can be raised at the next fans forum.