



Fan Advisory Board – Meeting Minutes

Date: 23/09/25

Time: 6:00pm - 8:30pm

Location: Sertec, Winchester House, Coleshill, B46

Chair: Grant Adams (GA)

Minute-taker: Craig Hamilton (CH)

Summary

The newly constituted Fan Advisory Board (FAB) held its inaugural internal meeting in person. An agenda was agreed in advance, with main points as follows: the election of Chair and Vice Chair; creation of agenda items for next FAB meeting with Aston Villa (AVFC); the allocation of FAB members to Working Groups. These items were addressed and the outcomes are detailed below. Also discussed and allocated to FAB members were the task of creating supporter-facing communication channels (FAB website) and internal document management processes.

1. Attendance

- **Members present:** Karl Bowater (KB); Grant Adams (GA); Sarah Breslin (SB); Jag Kalaar (JK); Nick Hoskins (NH); Craig Hamilton (CH); Andy Carlill (AC); Sue O'Brien (SO); Marinder Grimshaw (MG) - Online
- **Apologies:** MG joined online but was only able to attend until 7pm; Joanne Mckibbens (JM) was unable to attend due to illness.
- **Absent:** None

2. Agenda Items & Discussion

The FAB agreed the following agenda in advance of the meeting:

- 1) Agree the process for election of Chair and Vice Chair
- 2) Elect Chair and Vice Chair
- 3) Discuss and finalise items for next FAB meeting

- 4) Allocation of FAB members to working groups
- 5) Setting up FAB comms channels and documents

Item 1: Agree the process for elections of Chair and Vice Chair

Summary of discussion:

- FAB agreed that Chair and Vice Chair should serve until 31st July 2026, with elections for the following year taking place in July 2026. Subsequent terms will run from 1st August to 31st July annually, bringing our process in line with terms lengths of FAB members.
- Previous incumbents are not prevented from standing again.
- Should either the Chair / VC decide to step down - or, per COC, be removed from the FAB - before the end of their term, a new election process will be initiated immediately for the vacant position(s).
- FAB discussed and agreed the following election process:
 - FAB members self-nominate for consideration. All interested parties added to the ballot.
 - Ahead of voting, interested parties present their case to the FAB
 - Round 1 of voting elects the chair by majority vote.
 - Round 2 of voting removes the elected chair from the ballot and elects the Vice Chair by majority vote.
 - Ballots are anonymous - each FAB member selects one of the available options from the ballot sheet.
 - Results are calculated
 - In the event of a tie in either round, the candidate with the fewest votes is removed from the ballot and members vote again. This process repeats until a clear winner by majority is found.
 - Being removed from the ballot in any repeated voting in Round 1 does not remove the candidate from the initial ballot in Round 2.
 - The results of all ballots are final.

Agreed actions: The FAB agreed to the election process and term lengths described above.

Item 2: Election of Chair and Vice Chair.

Summary of discussion:

- FAB noted the unfortunate absence of JM, who was on the ballot but unable to present a case.
- FAB acknowledged that election of chair and vice chair was an urgent matter and could not be delayed further, so it was agreed to proceed with the election but with JM remaining on the ballot.
- Cases were presented by KB and NH, with FAB members offered the opportunity to

question candidates.

- Round 1 of voting elected KB as CHAIR with 6 votes.
- Round 2 of voting elected NH as VC with 7 votes.

Agreed actions: FAB agreed to schedule election process for 2026-27 terms in July 2026. Dates tbc but with election taking place no later than 31/07/26.

Item 3: Discuss and finalise items for next FAB meeting

Summary of discussion:

- Prior to the meeting FAB members added suggested items for consideration. ● FAB agreed that meetings with AVFC (and associated documents e.g. agenda, minutes, etc.) are our primary opportunity to place matters on record, and as such agenda items need to be carefully chosen.
- FAB acknowledged that some issues may require longer response times from AVFC but should be tabled and recorded so progress can be monitored.
- The agenda each time should be limited to ~5 items, with issues involving a degree of urgency in terms of club response taking precedence.
- Where possible, the FAB should make suggestions or recommendations for solutions to issues raised.

The items agreed to be added to the agenda were as follows:

- 1) **Ticketing** - numerous short and long term issues with match tickets, memberships, etc. to be presented as a bulleted list, ordered by urgency.
- 2) **Makkabi Tel Aviv home fixture** - FAB acknowledges both the potential for disruption around this game and the difficult position the club is in. Nevertheless FAB requests clarity on how and when any relevant information will be communicated to supporters.
- 3) **FAB communication channels** - FAB requests guidance and support on the creation, ownership and management of assets such as FAB Website.
- 4) **Working Group contacts and discussions** - Having internally established working groups, the FAB requests meetings with relevant club staff and affiliate bodies so groups can draw up plans for 2025/26
- 5) **2025/26 Fan Engagement Plan** - FAB welcomes the publication of the plan, and understands that timelines prevented consultation with FAB. However, FAB requests a timeline and plan on how they will be engaged to provide input on subsequent versions, and any other related documents regarding fan engagement.

Agreed actions: CH to draft and circulate Agenda doc.

Item 4: Allocation of FAB members to Working Groups.

Summary of discussion:

- FAB discussed the meaning and aims of the 5 different groups, and members presented

cases for inclusion in those groups based on interest and prior experience. • The FAB noted that Accessibility and Women’s Working Groups have already made significant progress and represent models of best practice for other groups to emulate.

Agreed actions: FAB members were allocated to Groups as follows. Each will convene separately and begin formulating plans.

- **TICKETING** - KB, NH, SO, JM
- **FAN ENGAGEMENT** - AC, JK, GA, MG
- **CULTURE** - CH, JK, SO, JM
- **ACCESSIBILITY** - JM, SB
- **WOMEN** - SB, SO, JM

Item 5: Setting up FAB comms channels and documents

Summary of discussion:

- FAB agreed that supporter-facing assets are needed as a matter of urgency, but acknowledged some support and guidance is needed.
- FAB agreed that these channels need to be independent of the club and under the full control of the FAB
- A FAB website and email address will be set up, alongside internal repo of documents and data.

Agreed actions: CH and AC to investigate requirements and present a case to AVFC for support and guidance. This will be added to the Agenda for the next AVFC FAB meeting.

3. Decisions Taken

- KB (CHAIR) and NH (VC) elected to serve until 31/07/26.
- FAB members allocated to Working Groups.
- Agenda for next FAB meeting with AVFC to be drafted, with opportunity for FAB members to comment, before KB submits to the club on or before 02/10/25.

4. Actions Agreed

CH	25/09/25	IP
ALL	30/09/25	LIVE

Circulate meeting minutes Draft AVFC FAB agenda

Comment on AVFC FAB agenda

Submit AVFC FAB agenda to clubs

Create FAB website/comms channels

Working Group members to convene and discuss plans, with a view to presenting updates at the next

CH	24/09/25	DONE

internal FAB.

Schedule next internal FAB meeting

Schedule CHAIR/VC election for 2026-27 terms

5. Any Other Business (AOB) •

The FAB thanked GA for hosting.

CH/AC	31/10/25	IP
ALL	TBC	LIVE
ALL	25/09/25	DONE
KB/NH	01/07/26	LIVE

KH/NH	02/10/25	LIVE
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- SB suggested that the next (or a subsequent) FAB internal meeting could take place at Villa Park ahead of a Women's Team home fixture. FAB agreed this should happen.
- FAB agreed that Monday evenings were an ideal time for any subsequent internal meetings.

6. Next Meeting

- **Date:** 06/10/25
- **Time:** 6pm-8pm
- **Location:** Online via Teams.