

# Fan Advisory Board – Meeting Minutes

**Date:** 2 February 2026

**Time:** 6pm to 8pm

**Location:** online – Teams

**Chair:** Karl Bowater

**Minute-taker:** Sue O'Brien

## Summary

Update on actions since January FAB and from each committee. Discussions about management of meetings and timescales for receiving responses from the Club.

### 1. Attendance

- Members present:
  - Karl Bowater (KB); Nick Hoskins (NH); Craig Hamilton (CH); Jag Kalaar (JK), Sue O'Brien (SO); Min Grimshaw (MG) Joanne McKibbens (JM)
- Apologies:
  - Grant Adams, Sarah Breslin, Andy Carlill

### 2. Agenda Items & Discussion

#### Item 1: Chair update

KB felt it important to keep to current schedule of FAB meetings until all committees up and running and legacy issues have been dealt with.

Also had a call from MD:

- FAB pop-up to be in Holte pub pre-Leeds game. Times to be confirmed. Use opportunity to collect feedback, sign people up to FAB website. Francesco to be there too. Club will publicise.
- Fans Forum: Club has to stage this – want FAB to be involved (see Culture)

#### Item 2: Fan Engagement

- Due to meet 5/2/26 – disappointed that Club hasn't provided information asked for in advance. They have internal monthly meetings and evidence from surveys but have not shared this. Message is that FAB is here to help, but Club needs to be open and transparent.
- Agreed to give them deadlines (as they do for us) for future requests. CH said that this could help MD as he can escalate to RS if needed. Discussion about size of SL team

compared to other PL clubs. Research needed on this to encourage Club to consider putting more resources into the department.

- Villa bottom of table on Fan Engagement last season.

### **Item 3: Disability**

- JM concerned about rumors that the entrance at North Stand corner with Trinity Road is going to be taken out of use during construction works and since players' parking arrangements were changes. Agreed to ask Club now what is happening.
- Also when turnstile queues are long, stewards are sending people to the disabled entrance, and so these fans have to queue to get in.
- Trying to arrange a date for Working Group meeting but no date yet from MD etc
- Physical tickets: JM had not received hers. When she raised it, was told it had been sent and she wouldn't be given another one. KB to deal with this.

### **Item 4: Culture**

- First meeting 26/1/26 – positive, Club see this as EF&I, FAB sees it as history and other cultural elements too. Sam Ghataora and Rob Bishop there.
- Club have to report at end of season to PL about engagement and Fans Forum/ED&I forum needed to meet requirements. KB said important that the FAB is integral part of both.
- Discussed ED&I forum – SG asked for help to collate contacts for all different types of fan groups. Considered matchday activations but calendar crowded with PL themes. Could link with Fans for Diversity for funded projects, and PL Fans Fund which the Foundation can apply for.
- History: more work needed. No archivist but huge number of items stored in large unit. Some items had been taken to decorate GA+ and other sites. Not properly curated. Enthusiasm for map and other initiatives – possible museum space, players' graves renovation, anthems, storytelling. North Stand history. Too late to influence Warehouse – consult fans about North Stand renaming?
- Suggested regular history events and co-opting experts for specific themes. MF has NT links – possible source of archivists/resources to help?

### **Item 4: Ticketing**

- Mark Goodwin co-opted onto WG. Next meeting 10 Feb. Minutes of last meeting circulated. Agenda for next meeting focus on timeline for 26/27 season and consultation process.
- All recent issues also to be covered, including website, forwarding tickets, Rewards, call handling. MG's experience of calling each time to sort out transfers. Do they understand the cost per customer contact per ticket enquiry?

## **3. Decisions Taken**

- Send questions to Club after each monthly meeting
- Identify top three issues across all WGs for next FAB agenda

#### 4. Actions Agreed:

Action	Responsible	Deadline	Status
FSA report on IFR to be covered on website	AC/CH		
PL network meeting online in 5/2/26	Anyone can join		
Fenerbahçe: summary story for website	AC/CH		
Pop-up banners/business cards/survey notes	KB/AC	20/02/2026	
List of questions and points to be sent now, and again before March FAB	SOB & all	ASAP	
Table showing dates of WG meetings and list of outstanding issues each have	All WG leads	For 3 March agenda	
Find out size of other PL clubs SL teams	SOB	ASAP	
KB to secure physical ticket for JM	KB	10/2/26	
Next FAB agenda: ask about new website	AC	16/2/26?	
AC and CH to discuss forums	AC/CH		

#### 5. Any Other Business (AOB)

- None

#### 6. Next Meeting

- **Date:** 2 March 2026
- **Time:** 6pm (TBC)
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