

CUSP – CLUB MEETING
THURSDAY 20 JULY 2023 (
AGENDA

Item	CUSP comment
New members	Introduce new CUSP members
Parking at the ground for disabled etc	We have had a number of complaints about this being removed. Is there a way of looking at how we can find a solution? What options are going to be available for those who can't walk that far (e.g. drop off at the front of the ground may not work)? General feeling also that this change should have been messaged earlier so those who buy season tickets could have re-evaluated their options.
Supporter prioritisation	Recent changes to parking and bar areas have led some regular supporters to feel the priority is revenue generation from hospitality etc over and above the supporter 'experience'.
New badge:	Generally in support of this. However some concern that if it's left with CUSP, CFU, Amber Belles to decide, these are generally older members? How do we get younger input? Can we get Cambridge Aces involved? Also can we understand why we have used a London agency rather than a Cambridge based one. Local options would perhaps have done it for free as well? Can we get feedback on what was wrong with the current one and why it needed 'fixing'? What is the process going to be for approving the new one? Who will vote and how?
Season tickets	Can we pick up the "money can't buy" season ticket idea again? We discussed this around about a year ago. Suggestion that it's for all season ticket holders and that it's a monthly draw for a prize. One further suggestion was that you get x number of entries into the draw based on the number of years you have been a season ticket holder?
Season tickets	The message seems to be that it will be fully digital next year. Many of the older generation don't have modern phones so this will discount them, so we need to find a provision for paper/card.
Season tickets	Why were new fans not allowed to buy season tickets earlier than July for standing areas?
Ipswich game	How are ticket sales? There's a feeling that the kick off time hasn't been publicised enough - people don't know it's 12 noon
Spurs friendly	What was the reason for keeping this so confidential?
Club shop opening hours	Is it possible for this to be open at other times? People who work can't get there Tuesday or Thursday mornings...
Ticket & club shop process	Quite a few customers seem not to have been getting email confirmations etc when they have bought things. Is this just a timing issue or a reflection of the volume of purchases currently? Or something else?
Away ticket and special games	Does the system allow a carry forward of prior year loyalty points when the ranking is decided as to who gets priority for big games?
NRE/ Habbin stand redevelopment	Can we get an update on the long-term plans here? When might design options be available for fans to see?
Supporters' club/redevelopment;	Feedback from some who know the individuals involved feel that we maybe need to have more discussions with those on the "inside" about moving forward.
Main stand	Is there any plan to renovate/replace the blue bench seating when all the upper seats have been done?
Fan's bars in Main Stand	What is the plan for these? An update on long-term layout plan for the Main Stand/NRE would be helpful.
Shirt sponsor	What were the criteria for the decision on Brewboard? Were other options on the table for consideration?
Mascot and half-time entertainment	Who/what will replace the Mick George branded entertainment?
Habbin South catering & catering in general	For a few games last season there were only pies and no further food/alcoholic drink being served. This might have been due to staff shortages at the time, but we've been asked if there are plans to ensure a full food service around the ground?

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	Can we get an update on the macro catering plan. Any options for 'street food'?
Man of the match:	Don't feel that all fans can vote as its only via Twitter. Can we look at a new platform? Also can we find a way that fans can pick from everyone rather the "selection" from the media team? Also could the scoreboards flash up a reminder for this at the same time for every match?
Supporters' memorial	Some fans and families of fans whose friends or relatives have died would like to give money to the club as a memorial. There are plenty of plaques and benches etc around the ground, but we were thinking if there was a central "fund" that was ring fenced that people could donate to over the year. At the end of the year CUSP (say) could decide how that money was spent and then the families would be informed. Also at the same time we could have a board in the ground stating who that year's donations were in memory of?
Fair game index	Great news on this. What are we planning to do to retain our ranking?
Fan base	Do we have any specific plans for expanding the fan base this season? One-off offers for games etc?
Next meeting	Agree broad timing and then fix date