

Tottenham Hotspur Fan Advisory Board Meeting Minutes

Date: Monday 7th August 2023

Time: 6.30-8.30pm

Venue: Virtual

Attendees

Supporter Representatives

Chuck Hoffman (CH)	International Official Supporters' Clubs
Chris Paouros (CP)	Proud Lilywhites
Dee Bright (DB)	SpursAbility
Jonny Tindal (JT)	Season Ticket Holders of the Men's team
Hemali Patel (HP)	One Hotspur Members
Paul Pavlou (PP)	Domestic Official Supporters' Clubs
Rachel Martin (RM)	Tottenham Hotspur Supporters' Trust (THST)
Sachin Patel (SP)	Spurs REACH
Sian Wallis (SW)	Season Ticket Holders of the Women's team
Steve Cavalier (SC)	Tottenham Hotspur Supporters' Trust (THST)

Club Representatives

Donna Maria-Cullen (DMC)	Executive Director
Katie Reed (KR)	Director of Legal Administration
Levi Harris (LH)	Head of Supporter Engagement

Also Attending

Alan Carruthers (AC)	F3 Architects
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1. Chair

Prior to the appointment of the Supporter Representative Co-Chair (see Point 6), DMC was appointed Chair of the meeting. DMC noted this was an addition to the quarterly meeting schedule to appoint the Co-Chair and discuss the Bill Nicholson Gates, for which there was insufficient time to include in July's meeting.

2. Quorum

Quorum was present.

3. Declaration of interests

No FAB member declared any personal interests where a conflict could arise.

4. Minutes of previous meeting

4.1. All to send availability to LH to coordinate a date for the FAB Induction Day.

LH confirmed Wednesday 6th September for the Induction Day at Lilywhite House. This will include half hour sessions with heads of department to cover Commercial, Equality Diversity and Inclusion, Marketing, Matchday Operations, Retail, Ticketing and Membership and the Tottenham Hotspur Foundation.

Updates on the Club's strategic objectives, off-pitch performance updates, priorities and plans and ownership and companies structures will be provided in a FAB meeting on the same day by the Chairman Daniel Levy (DL) and wider Board, subject to availability. An alternative meeting date will be arranged if necessary.

Action for LH to share plan for Induction Day

4.2. Club to review ticket allocation areas for Official Supporters' Clubs (OSCs).

LH had reviewed with Supporters' Clubs Manager and Head of Ticketing who were both of the view that designated areas in the stadium allowed the priority booking window for OSCs and for their members to sit together without negatively impacting ticket availability for One Hotspur Members.

Action for this issue to be discussed in more detail in call with CH and PP on 14th August and subsequently with HP.

4.3. Club to look once again at pricing Cup games attractively.

LH confirmed ticket pricing had not been confirmed for this season's cup games though the expectation is that they will be priced in line with domestic cup games of recent seasons.

4.4. LH to arrange number of meetings with OSC representatives regarding proximity of members to disabled members on matchdays, creation of OSC committees and hosting for visiting OSC groups the night before matches.

LH confirmed these points and the support the Club can provide in promoting awareness of OSCs to fans in relevant areas will be covered in the meeting taking place on 14th August.

5. Minute taking process

5.1. DMC confirmed it is the Club's responsibility to produce and publish minutes of FAB meetings with the agreement of FAB members on the matters discussed and that they should be accurate and transparent. All to red line any changes.

- 5.2. It was also agreed that where matters were considered to be confidential this would be raised at the time to agree they would not be minuted and that this was necessary in order to encourage open dialogue on commercially sensitive issues.

6. Supporter Representative Co-Chair

- 6.1. CP and PP both stood for the role of Supporter Representative Co-Chair, explaining why they would be suitable.
- 6.2. Following a vote by Supporter Representatives, CP was elected.
- 6.3. DMC congratulated CP on her appointment.

Action for CP and DMC to arrange call to discuss working together as Co-Chairs.

- 6.4. Following the conclusion of the election, KR left the meeting.

7. Bill Nicholson (BN) Gates

- 7.1. AC joined the meeting and explained the Club is looking at a number of options for installing the BN Gates on the stadium site. These plans are part of the celebration of the Club's history, following the use of materials from White Hart Lane in the construction of the new stadium, the restoration of Percy House and Warmington House, the installation of the Cockerel Clock and the plans for an interactive heritage trail. AC also noted that the gates could provide a focal point for tributes and commemoration during times of remembrance for people associated with the Club.
- 7.2. DMC explained that the Club does not have a preferred location and fan input was welcomed.
- 7.3. AC gave a presentation outlining five possible (but not exhaustive) locations for the gates:
- a. between the West Atrium and the Tottenham Experience
 - b. outside Warmington House on the High Road
 - c. outside the Tottenham Experience on the High Road
 - d. close to the Cockerel Clock near the corner of the High Road and Park Lane
 - e. on Paxton Place, behind Percy House and close to the Ticket Office
- 7.4. AC explained that all locations would need to be safety tested due to the potential impact on the flow of people on matchdays, something noted by a number of Supporter Representatives, including DB who drew attention to the flow of wheelchair users in particular.
- 7.5. JT asked if the gates would be ajar so that fans could take pictures in the style of the famous BN image. AC said they could be ajar or closed; or used as functioning gates if installed on Paxton Place. AC also noted the opportunity at Paxton Place for an

interim option, while the area was being developed, with a backdrop of the BN image.

- 7.6. JT asked what the plans for Paxton Place were. AC and DMC explained that planning permission for linear buildings to house creative industries tenants was in place, a cultural quarter/development would be used 365 days a year.
- 7.7. SP asked if the south east corner, where Park Lane meets Worcester Avenue could be appropriate and RM asked if the gates could be installed on the Park Lane Square, the podium behind the South Stand entrance.

DMC explained that the south east corner would eventually have a residential building in the backdrop rather than the stadium. DMC also explained that installing them on Park Lane Square/South podium would make them inaccessible for some fans on matchdays and making them accessible to as many people as possible was one of the Club's main objectives.

- 7.8. CP and HP noted that they would like the gates to serve as functioning gates if possible.
- 7.9. HP asked how the gates would be protected from damage. DMC explained the Club had similar concerns for the Cockerel Clock, which has been respected. . Additionally, the gates had been in use for many years, were robust and would be fully restored ahead of installation.
- 7.10. PP asked if it was necessary to install the entire set of gates and whether just having the two opening sections of the gates would make selecting a location more straightforward. PP also asked what the intention would be to have a statue of BN with the gates, which he felt would be very popular with supporters. DMC explained that featuring a statue with the gates had been the Club's original intention and was still up for consideration – options: open for fans to pose or fixed with BN statue holding them.

Action for AC to review other possible locations of statue with gates and reduced length gates.

- 7.11. DC asked Supporter Representatives to informally consult their members and supporters on a preference for one of the following options:
- a. being located in a revered position similar to a sculpture, available for posing - notwithstanding the potential impact on the flow of people
 - b. serving as working gates, as they would at Paxton Place
 - c. set with a statue of BN – location to be determined

Action for AC to provide summary of options to be provided with meeting minutes.

8. Flags and Banners Policy

- 8.1. DC explained that a review of the Club's Flags and Banners Policy had been scheduled last season to ensure consistency and fairness.
- 8.2. There was a full discussion on the wording and application of the current policy, any issues arising from that and issues that might arise from any change of the policy or its application. It was agreed that FAB representatives shall have the opportunity to consult their members and constituencies in the event that the Club proposes any change to the policy.
- 8.3. In the application of the policy, the potential for other flags being deemed inflammatory will be monitored on an ongoing basis.

Action to keep policy under review it ensure Club staff felt able to apply it when needed.

9. AOB

- 9.1. PP asked if the hotel being built on the stadium site will have a function room available for OSCs to meet on matchdays. DC said availability would be dependent on the operator.
- 9.2. HP asked if she could be included on any decision on the allocation of OSC tickets due to the potential impact on One Hotspur Members. LH said no decision would be made without consulting HP.

Action for LH to follow up with HP once OSC meeting has taken place.

- 9.3. CH mentioned that he was contacted by a fan in Vancouver who had logged on to SpursPLAY to watch the full replay of the FC Shakhtar Donetsk game and saw a post-match interview which revealed the outcome of the match. LH said he had already raised this with the Content team re avoiding spoilers and will update CH with their response.

Action for LH to follow up with CH.