

Fans' Engagement Structured Dialogue Meeting 8th of August 2025

Fan	Question	Response
MC	Are the club not missing out on much needed revenue by not releasing the 25/26 new kits before the summer holidays? Many fans like to buy their club new shirts to take on their holidays. If the reason is down to the manufacturer then change the manufacturer.	It is acknowledged the release of the shirts for this season is later than the Club had anticipated. The process of ordering the strips for 26/27 is already underway and timing of deliveries for next year is being given due consideration in the negotiations.
DR	Its just a thought but in my opinion it would be nice gesture if the club could put up a plaque to thank those youngsters who played for us when we were down and out they gave us a lot of pride and obviously they've all gone now but something to not only the clubs gratitude but for the fans who stuck by them.	The Club welcome the suggestion and the Trust Board are requested to consult with their members and make a proposal.
TW	My question is, bearing in mind the attendances in League one are high, assuming we are promoted available seats for home games will be limited, what if any plans to put seats on the first 3 rows.	Not at present. Whilst we have much higher than average attendances than most League 1 sides we are regularly only at 60% capacity. The Club has never had any problem meeting demand for seats at home games since moving to Horwich
GM	When are the club going to improve the stadium catering facilities. The food on offer on the concourses are very poor quality and unhealthy.	We recognise, as with most venues, there is always room for improvement. The Trust have drawn to our attention particular points, which we are giving our attention. For example the introduction of a vegan Carrs pastie at the concourse kiosks. Dawson Pies mobile adjacent to the South Stand and our multiple partners in the Fan Zone also offer vegetarian options.
DW	I have a couple of points to raise as per the most recent email 1. Could the club get water refill points installed in the concourses? I am a non-drinker now (now-into my 8th year of sobriety) and tend to drink just water. It would save queuing in	Thank you for your suggestion we will undertake a feasibility study as to how best provide water.

the beer queue if there were some points to fill a cup. They have been installed at the co-op live and they work really well.

2. The volume/quality of the PA over the east lower is always too loud and crackles awfully. Surely reducing the volume slightly will help?

3. The music pre match is incredibly repetitive. Also, the team run out to Club Foot by Kasabian...the man that sings the song was charged with assaulting his wife in 2020. I know it's a finicky thing but for a club that talks about family values and setting a good example, allowing the song doesn't feel right to me. The band kicked him out too.
Hope it doesn't sound like I'm being too moany; just wanted to throw a few points in there.

LC HI I would be grateful if you could mention the leaking roof in west lower block al3. It was quite bad at the end of last season. I realise there's more important issues but a mention would be appreciated.

AC I am a BWFCST USA affiliate and I was wondering if there is an option for affiliate founders from around the world to be given the opportunity to attend these meetings virtually to relay anything to their members?

EW Can you ask the Club what happened to their plans for safe standing since Neil Hart departed impressing on them improving the sometimes tepid atmosphere to ensure better performances and results at the Toughsheet.

It is acknowledged that there are problems with what is now a nearly 30 year old system. We have had acoustic engineers carry out an inspection and unfortunately the suggested complete replacement is not within the foreseeable budget. At the suggestion of the Trust we are investigating if there are alternative means of setting the volume of different speakers to enhance the audibility.

The team have not run out to Kasabian since the second half of last season. The Trust have been asked to propose some alternative means of allowing the fans pick their playlist. This may be a good project for the Youth Advisory Group

We are very aware of the extent of the problem and regrettably the prohibitive cost and time implication to completely re-roof the stadium. The nature of the leaks are that dependent on the wind etc they can manifest in different areas at different times. Please contact the ticket office and we see if we can possibly offer alternative seats.

It is not proposed to stream, film and or record the Structured Dialogue Meetings. Provided there is a practical and reasonably priced method of having a virtual Question and Answers event this could be possibly viable.

As previously reported there are considerable costs introducing safe standing with no financial benefit. At this time the focus on expenditure is improving the quality on the field. Giving no guarantees one way or the other this will be reviewed on gaining promotion to the Championship