



## **Minutes of Board Meeting Monday 30<sup>th</sup> March 2026**

Attendees:

Felicity Thow (FT)  
Lisa Mole (Chair) (LM)  
Steve Henderson (SH),  
Karl Williamson (KW)  
Kevin Patterson (KP)  
Justin Pierre Robert (JR)  
Tom Rutherford (TR)  
Colin Whittle (Secretary) (CW),

Apologies:

Pete Davey (PD)  
Olivia Thomson (OT)  
David Stonehouse (DS)

### **1. Minutes of the NUST AGM**

The minutes of the NUST meetings on 12th January 2026 and 5th February 2026 were confirmed as a correct record. The annual accounts were subsequently filed-post AGM approval - with the FCA and confirmation of filing is expected from the FCA imminently.

### **2. Annual Member Survey**

It was agreed to run the annual survey as the end of the season approached. Previous survey questions will be reviewed and re-used where appropriate, with further questions to be included in order to provide additional data.

FT will lead on the survey with JR assisting. NUST member Will Eddy will once again provide assistance. It was agreed that a signed NUFC shirt would be offered as a prize to a member selected at random from the survey responses. FT will report back to the next Board meeting on progress.

### **3. Ticketing Issues (Home Matches & Resale)**

The Board discussed ongoing concerns about ticketing issues including Ticket bots/Resale websites/Fair access for genuine supporters. The club currently do not apply consistent open, fair and transparent policies and progress was required in this area. Members discussed possible alternative options that could be considered by NUFC .It was agreed that the topic should be revisited after further discussions with the club (FAB meeting).

#### **4. Membership Ticket Transfers & Refunds**

Following on from the above agenda item the Board discussed a number of ongoing issues including the fact that Mags Members cannot transfer tickets like season tickets holders and have a shorter refund window. Potential solutions were discussed by Board members including allowing transfers to approved 'family and friends' or introducing limited transfer allowances/alignment of rules across all ticket types. It was agreed that LM would raise the matter at the next FAB meeting with a view to NUFC considering alternatives.

#### **5. Club Accounts**

It was noted that the club annual Accounts were not yet released but were expected imminently. Discussion postponed until figures available.

#### **6. Disciplinary Process & Appeals**

Having been requested by members and the wider fan base to assist with regard to the disciplinary /appeals process in relation to tickets, Board members discussed their concerns around a number of issues including the lack of a clear and consistent process which resulted in fans not being given a chance to make representations before decisions being made/the lack of an appeals system /the fact that there was very limited transparency around decisions. This has been raised directly with the club. It was noted that there had been a number of recent appointments at NUFC and appropriate policies are expected to be introduced. It was agreed that this area should continue to be monitored and further pressure will be placed on the club in this regard.

#### **7. Membership Numbers & Systems**

As a follow up to the recent conversion of NUST members to an updated membership payment process introduced to reduce admin costs, SH gave a presentation in relation to membership numbers /categories/payment methods. A general discussion took place regarding membership numbers given the consistency of numbers since the takeover in 2021 ,and NUST's changing relationship with NUFC since then, which was now much more two way. It was agreed that SH would continue to report on membership numbers and related data. It was agreed that SH would report on membership data on an ongoing basis.

#### **8.NUST accounts**

As referenced in item 1 above - KW confirmed that the NUST annual accounts for 2024/5 have now been filed with the FCA (N.B. post meeting note -the FCA have now confirmed

acceptance of the accounts).

### **9. Season Ticket prices**

LM confirmed that as part of the wider national Stop Exploiting loyalty campaign NUST had released a statement on 6th March 2026 confirming that it had written to the club requesting that season ticket prices should be frozen. Further representations have been made directly to club representatives. NUST will continue to support the Stop Exploiting Loyalty campaign.

### **10. Away ticket prices**

It was noted that the £30 cap on away ticket prices for Premier League games has been extended for a further 2 seasons. NUST have supported and campaigned with the FSA on this subject for many years, so NUST were pleased to see the retention of the cap.

### **11.Show Racism the Red Card.**

LM outlined the ongoing work being undertaken alongside SRRC, with an announcement due to be made imminently with regard to a wider project that NUST are pleased to assist with. Further details are to follow.

**Date of next meeting-11<sup>th</sup> May 2026**