

A Message From City Matters' Chairman, Simon Walker



Dear fellow Manchester City supporters,

For those of you who don't know me, my name is Simon, and I am Chairman of City Matters.

City Matters is a forum of fans representing 10 different groups. Under 25s, over 65s, Season Ticket Holders, LGBTQ+ and Hospitality to name a few. We are all volunteers who are passionate about Manchester City and we all want to ensure that supporters have a great matchday experience. This includes ticketing, turnstiles, catering, discrimination, car parks, and anything else that impacts the day out.

We meet as a group, without the Club, to discuss issues we want to take further. We then have meetings with the Club every six to eight weeks, with other sub-group meetings in between as required. The meetings are a two-way street. We raise issues and concerns from the fan base. The Club discuss initiatives and ideas and seek our input and advice. Two of our group also attend the Manchester City Leadership

Team meetings. City Matters is the group to help the Club and the fans make improvements to the benefit of us all.

As part of the agreed process, we are required to rotate members of the group. As a result, we will be looking for new people to apply for the roles in the following Fan Groups: Over 65s and Season Ticket Holders. You may have seen more information about this on the Club's website earlier this week. If you are interested in joining, please visit mancity.com/citymatters.

I would like to take this opportunity to thank Patricia Robinson and Colin Savage who have been tremendously active members and have been a great asset to the team - thank you both.

A little success story I would like to thank Trish for, is the instrumental role she played in bringing back Bovril. For a while, it disappeared in some areas of the ground. Trish was made aware of the issue and worked with the Club's catering group to reintroduce it! I appreciate this is a minor success but if we know

about issues big or small, we can raise them and work with the Club to find a solution.

A more important area we have worked on is turnstile queues. This is actually monitored very accurately by the Club and between us, we worked together to introduce additional entrances in one of the busiest points in the South Stand.

As a group, we are very keen to hear from fans. Anything, the good, the bad and the ugly, please let us know and we will take it up with the Club. You can find the email addresses of all the representatives from all groups on our dedicated page on the Club's website.

I trust, like me, you are very excited about the new season. Fantastic additions to the squad and new beers and food offerings on the concourse! Together, let's make it one to remember.

