

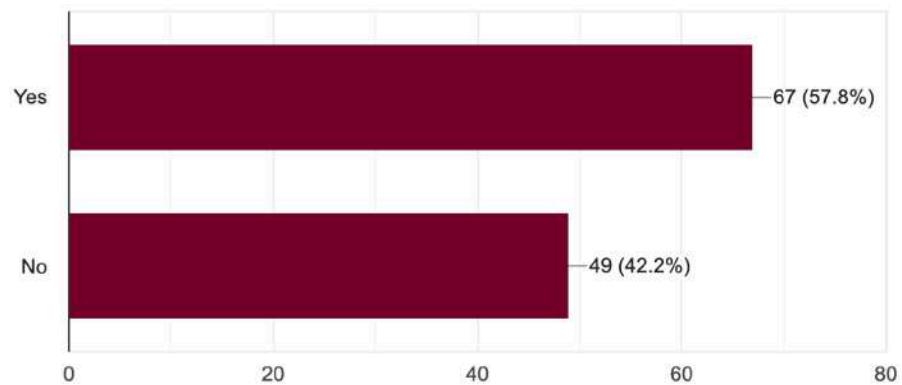
Chelmsford City Supporters' Club

Clubhouse Survey

This survey was conducted using Google Forms and ran from 29th December 2025 until 1st February 2026. It was promoted on the Supporters' Club social media channels, 'The Chelmsford City FC Soapbox' and word of mouth. There were a total of 116 completed responses.

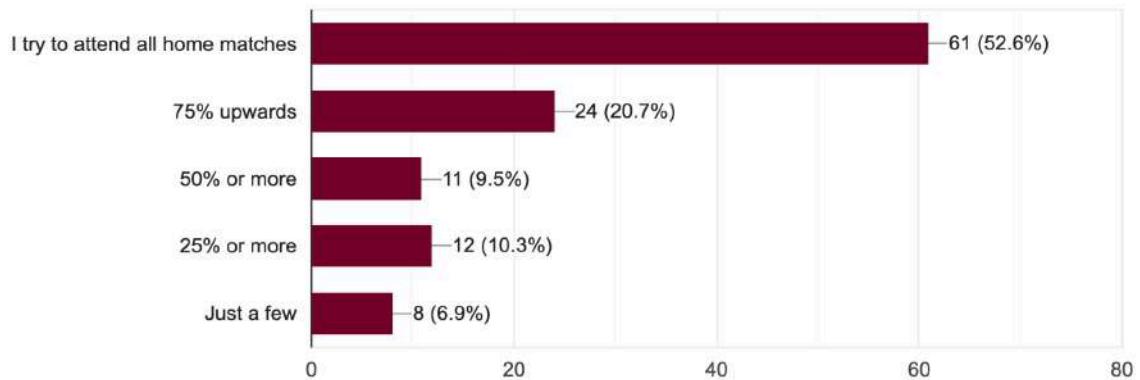
Do you have a Season Ticket?

116 responses



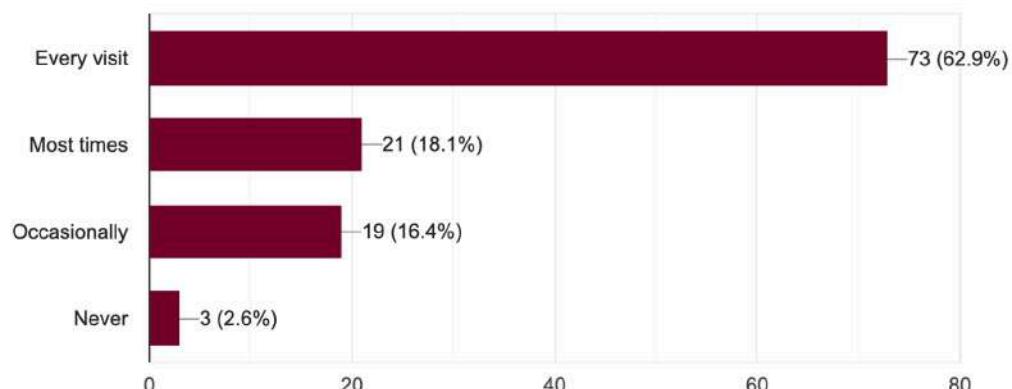
How many home matches do you attend

116 responses



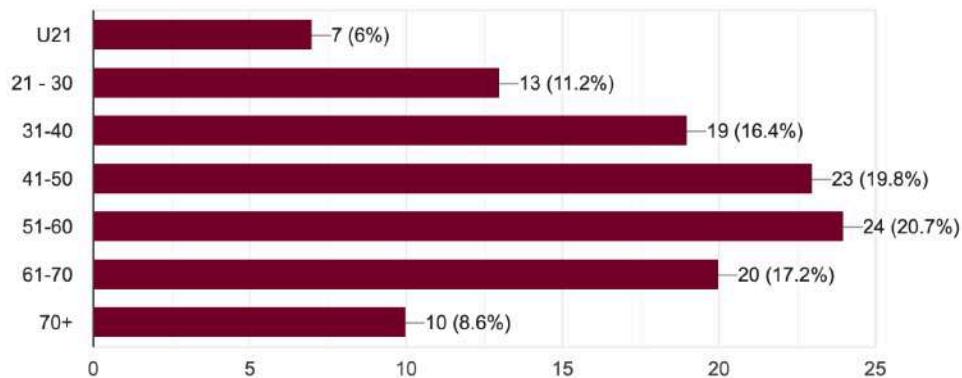
How often do you use the Clubhouse?

116 responses



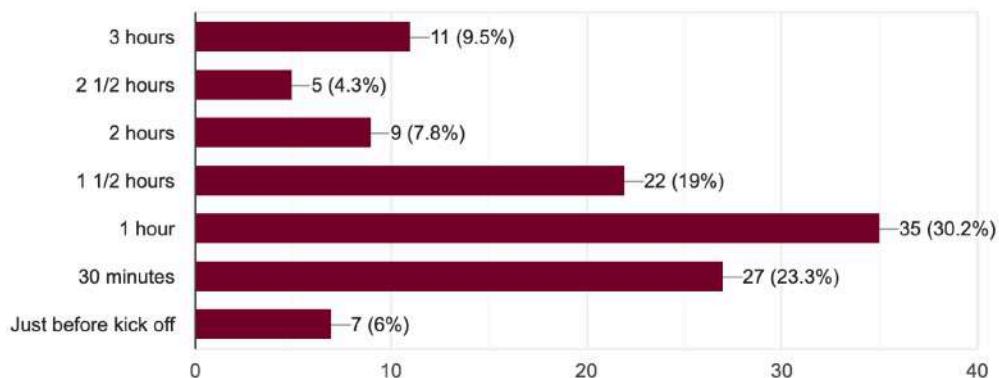
What age group are you in

116 responses



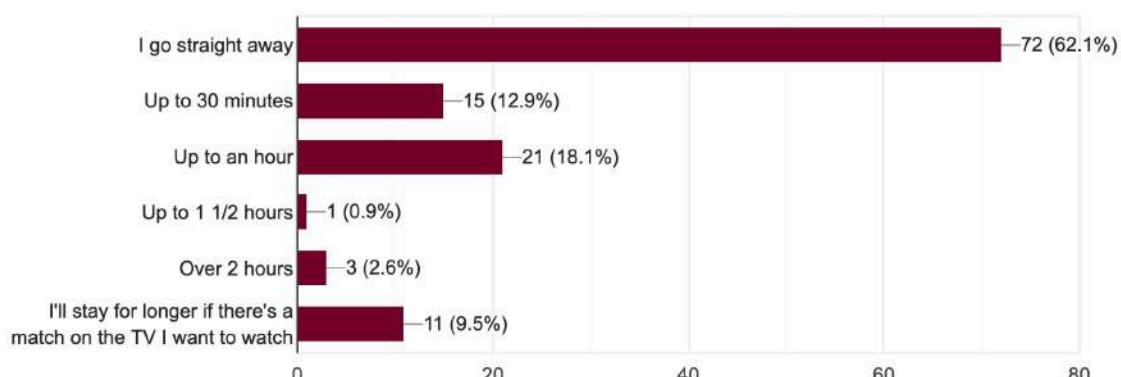
How long before a match do you usually arrive

116 responses

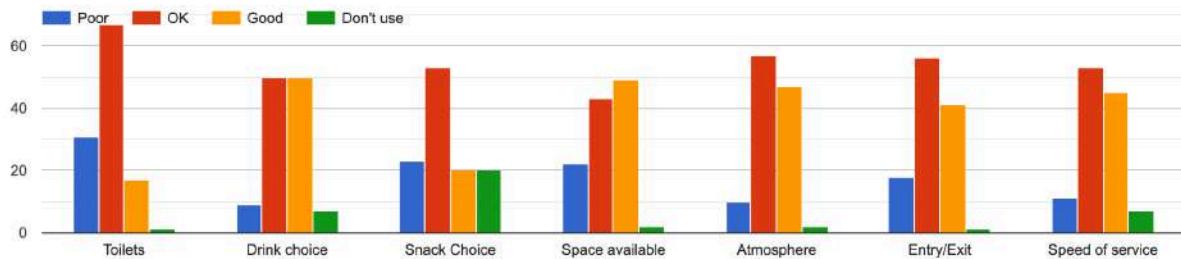


How long do you usually stay after a match?

116 responses



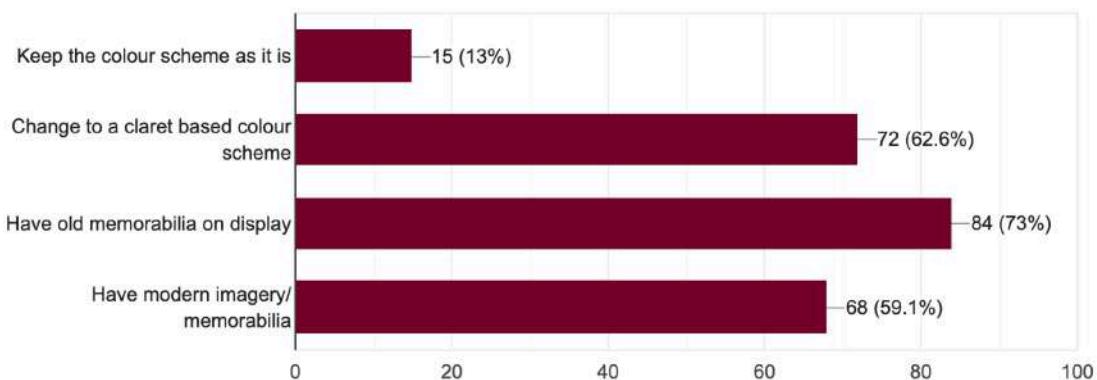
How do you rate the the following?



	Toilets	Drink Choice	Snack Choice	Space Available	Atmosphere	Entry / Exit	Speed of Service
Poor	31	9	23	22	10	18	11
OK	67	50	53	43	57	56	53
Good	17	50	20	49	47	41	45
Don't Use	1	7	20	2	2	1	7

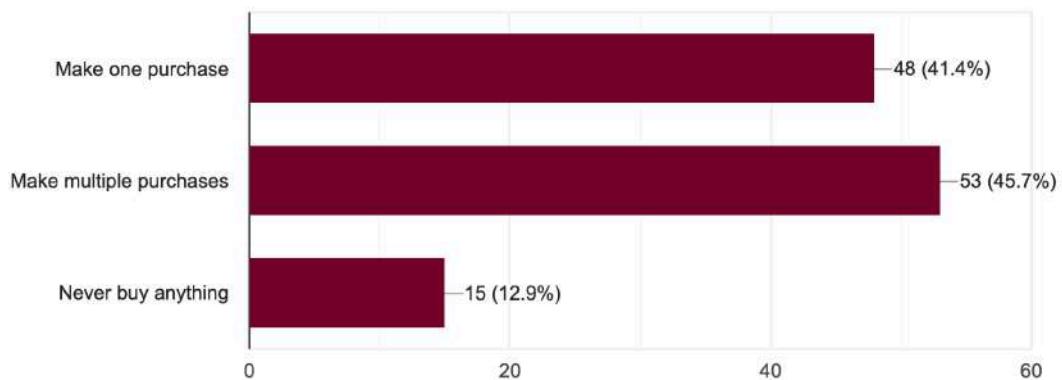
Thinking about the look of the clubhouse, what would you prefer

115 responses



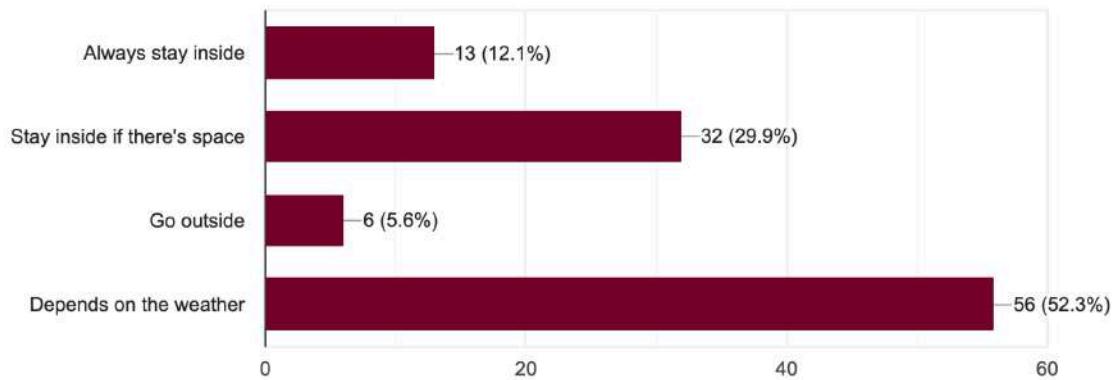
When you go in the clubhouse, do you usually

116 responses



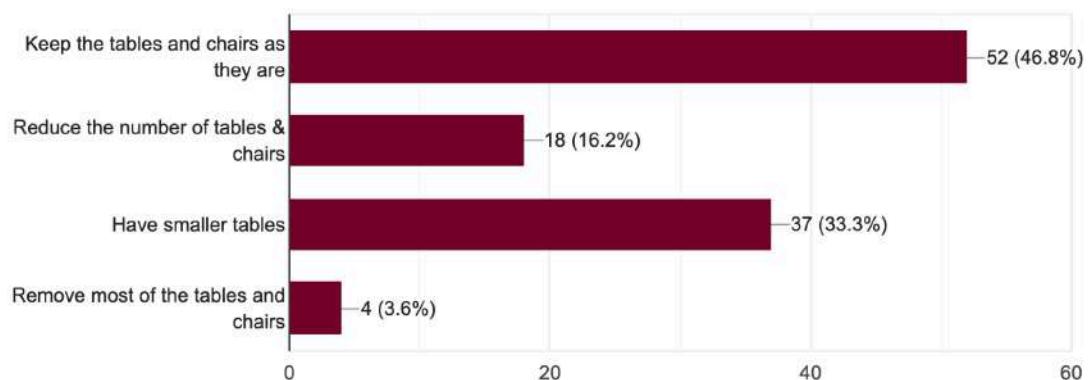
If you buy something at the bar do you then

107 responses

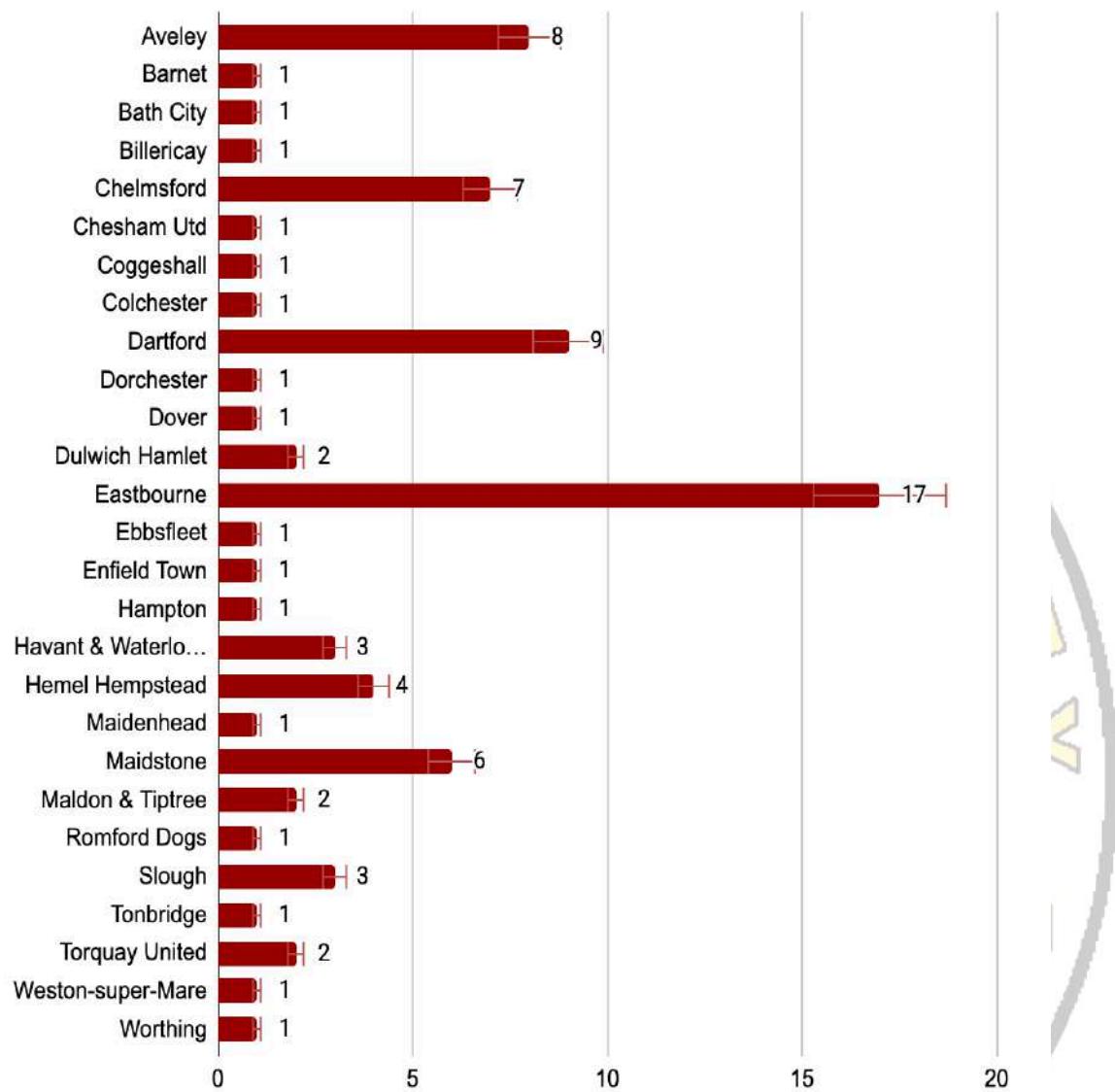


Would you rather...

111 responses



Out of all the grounds you've visited, where is your favourite clubhouse?



0 5 10 15 20



Money is no object, what would you want to see done to the clubhouse?

- Make the bar longer , increase the staffing to accommodate or add another level to the clubhouse
- Free beer
- I don't think the clubhouse is at all bad , freshen toilets up that's about it
- I think it's a good space and compares well to other clubs.
- Make slightly bigger or better seating
- Sit down food service in the clubhouse similar to Eastbourne to get fans to the ground early and so the club can profit directly from food sales rather than via a third party.
- Lots of original memorabilia on the walls, claret blinds that can be pulled across to cover the memorabilia for functions, conferences, etc. Plus a far bigger TV screen for showing matches.
- Live stream of the game going on outside. They do it in the bar at Dover.
- General tidy up
- Self pouring beer
- Smarter chairs and tables
- Snooker Table (appreciate space is an issue)
- Make it one way in one way out. Easy to do.
- More photos/murals of old players/matches
- Give it Tye potential to be bigger, have a longer bar and better toilets . The men's is small and badly designed
- Maybe extended
- Extend the bar across the wall to the television on that side
- More TV Screens
- Bigger bar
- I'd like to see a third floor added so you can use that for hospitality, upgrade the whole second floor for the fans and downstairs have a smaller bar and then extend out the changing rooms etc. I love the current hospitality space as you can see everything from the balcony but downstairs you can't see anything just the TVs so you are away from all the build up.
- More chairs and tables/more stand-up tables so you can actually stay and have a drink
- Food options
- Self service pints
- Have a game day compère. In and out of the Clubhouse. Followed around by a camera operator and pictures broadcast on numerous screens around the ground. Interviews with away fans , MT during warm up etc.
- Stage, banging sound system, interior modified to enhance acoustics, so the place can be used a a music venue, expanded a bit for increased capacity.
- Huge clubhouse running length of the pitch at our new ground.

- Tall tables to stand at
- Ours
- Covered area in front, memorial bricks put into a wall with lintel from old ground , SC have this, put above. Inside carpet replaced with hard floor, low level stage installed. More recent memorabilia and photos which current fans can recognise and relate too installed.
- Expanded and more television. Have a proper ale.on. if Enfield can do real.ale.why can't we!!!
- Revamp of the toilets
- More comfort more tvs
- City branded reusable cups, league table standings board, toilets, in
- House food/catering option, CCFC memorabilia
- Don't know
- Made more football based and attractive for fans
- Extended out both widthways and lengthways
- Introduce a variety of tables, chairs, sofas etc like at Eastbourne
- Sell proper beer ie. Real ale (not Greene King!)
- Improve/ reconfigure the toilets the entrance/exit system to the gents is impossible even at non busy times
- Erect a permanent small stage
- Have a small snack kiosk incorporated within the clubhouse
- Made bigger, especially for after matches when half of it is sectioned off for the players.
- With the increasing attendance extend the downstairs bar area
- Remove the wall in the middle of the Mens toilets, so that there isn't any congestion with people washing their hands.
- Move changing rooms under main stand and knock bar all the way through the down stairs , and have one long bar alongside the back wall with a setting area at one end & standing the other also room for more toilets
- Relocated so the balcony actually overlooks the pitch!
- Bigger more space better standing areas
- Put another floor on top, double the size of the club house.
- Expand, needs to be bigger to accommodate larger crowds. More tables that are smaller and not the large round ones.
- Not sure
- A canopy over the ccfc supporters bricks to enable outside drinking no matter the weather, live entertainment after matches
- live entertainment and more outdoor areas
- open more midweek , maybe hot food available on match day
- Clarets TV like sky sports news, with info bar/graphic going across screen, PA announcements in the bar
- More searing

- A bigger bar, a marquee outside to allow more people to enjoy the experience
- Rekordlig/kopparbergs on draft to be served with the lager lane.
- Remodernise internal fixtures and fittings / repaint.
- Big screen with live stream of game
- Toilet upgrade
- Remove most tables and increase seating if theres a big match on before the match. Also make seating depend on weather more when cold less when hot.
- Double in size and have a whole second floor that has a big screen and plenty of chairs and tables for everyone
- More toilets
- Extend bar and put another level on main clubhouse
- Claret theme with less sit down tables, but more tables you can stand by and put a drink down on
- Club member prices. Bench seating around tables
- Reconfigured to provide a more practical use.
- Make a proper pub area where the pool, darts and a bar is so it's not a huge open space for social events in there. The recent darts tournament was a great addition.
- A bigger bar, more room to move around.
- Maybe a timeline of the club history across one of the walls
- Better quality tables and chairs
- smaller tables with more chairs, bigger bar for quicker service
- More tables, smaller in size with more chairs occupying no more space than the current setup but allowing more people to be seated.
- Made bigger
- Enlarged
- Bigger toilets , More room to stand before game. Not much space at present way tables are layed out.
- Extend outwards
- Put back the way it was. It's too restricted the way the tables are set out now. You can't navigate the clubhouse very easily.
- Toilets need refurb and regular checking/
- Be filled every home game with a football league to cheer!
- More pre match entertainment
- fruit machines
- Made bigger, i.e. extended maybe
- Get rid of Greene King contract and put some decent ale on the bar.
- Better sound system
- Fan made memrobillia

Is there anything else you'd like to say about the clubhouse?

- I'd say it's improved already but it's only half way to getting to where it should be
- Many fans would like to have a proper bitter on tap. Most drinks cater for younger fans
- Can it become more of a hub for the club with the youth teams etc? It's difficult as the youth teams home is literally on the other side of the city!
- The players seating takes up a lot of space downstairs and doesn't always get utilised by players, especially after a loss there are lots of empty seats. I think it would be better in some ways to have players eat upstairs but then encourage them to come downstairs once they've had their food.
- The bar staff need to be better trained. Even though the queues have reduced, there is no urgency whatsoever to serve customers. Also, it needs staff with personality to serve fans with a welcoming smile.
- Main issue is the toilets. Too small and badly laid out.
- Toilets are dreadful, always smell and are in need of painting/cleaning
- Toilets are embarrassing
- Generally happy with the clubhouse but would love their to be at least one real ale available.
- "Better food, not posh grub, you have to wait ages for, just simple food, FOOTBALL GRUB,
- ALSO
- Renew the club badges around the ground, they look tired and old as does the score board "
- I think we have a good clubhouse, I only tend not to use it if I am driving. I don't like the plastic glasses, and the drink prices are top end, pubs nearby are cheaper.
- The queues (lot better this season) are the only thing that puts me off buying a beer.
- Would like to see more seating as the sectioned area for players takes up abt a third of the seating area & usually isn't occupied before KO.
- Add some framed shirts or pics from previous seasons, just make it more football focused.
- The men's toilets really need sorting out - there aren't enough of them and they're poor quality. If we're increasing capacity at games we need to address the toilet situation. Bar staff are also too slow and don't seem very knowledgeable about what's on offer.
- Still better than most we go to
- Love to see it within our own ground. Back to the question about money no object.
- It's great for our level in my opinion

- Entrance/exit to mens toilet is too narrow have to squeeze past people washing hands to get in/out.
- Please can we have some outside covered area in case of bad weather .
- Repair entrance doors near office, make New main entrance, porch or lobby in front or alongside of current fire exit thus reducing congestion near office, toilets, etc.
- Hand pull ale, city branded reusable cups, bigger screen, in house catering
- Need a traditional ale for those of us who prefer that better in house food
- More communication when comes to minute silences, people come out the clubhouse unaware they are happening and it is not a good look. Also sound system in clubhouse needs improving
- I think the tv volume could be higher
- Definitely bigger toilet facilities
- I live in Somerset so only get to a few home matches per season. I meet up with friends but I always arrive much earlier than them. No-one else normally talks to me if I sit by myself on a table with other people.
- The toilets are too small, with the more fans each week the toilets in the main club house aren't big enough.
- Can we have a real ale on match days? The main reason I do not use the clubhouse much is that as a bitter drinker the drink offering is really poor. Levelhead is absolutely disgusting and to me undrinkable. The Captains Ale is not much better. If a real ale is not possible could some decent bottled bitter be added to the stock
- If anyone who hires the clubhouse want to have no memorabilia on the wall, they should know it's a clubhouse of a football club.
- Much improved on previous seasons
- The occasional Real Ale would be nice -- even a polypin to minimise any wastage
- Friday nights live music from local bands, and/or a regular comedy club
- BRING ASPALL BACK
- please can we have aspall back
- the speed of service has improved dramatically the last year
- Manager coming down to the bar and mixing with supporters after games, or certainly being more visible on matchdays. Rod and Glenn were the best at this, and it made a difference and made the club more together!
- It does feel a bit clinical at times, I enjoy it more when there is some musical entertainment before the game, this might make me want to come up earlier
- Bring back the evenings with ex pro footballers like we did with Paul Merson, Razor Ruddock, Matt Le Tissier - great nights! Also loved the evening with Lee Hurst.
- Maybe have a one way in one way out system to reduce congestion- new door? Better signage for quick beer lane, spiral queuing system for bar

- Integrate the clubhouse into the match day experience more with visibility of managers etc
- I think the speed of being served a drink could improve, the amount of times I have gone to the bar placed my order and seen multiple people working behind the bar doing nothing is surprising
- Extra toilets with dryer floors.
- Gents toilets need to be improved/repaired. To small!
- It's a great space but I'm not sure it's used to its full potential.
- I think it just needs an extra bit of claret in there, too plain and white
- Having live music at the cup matchs was a great idea
- service and staff is good
- More space required
- Im quite happy with clubhouse. I'd like to see a return of the New Eve year's party. Used to be a great event.
- More awareness of the discounted beer offers and to offer the discounted prices £4 a pint on non match days to act more like a social club.
- Bring back live music events , used to be live bands on a Saturday night
- not very good wheelchair access
- Music events again
- "Toilets need a refurb.
- Guinness needs pre-pouring.
- The speedy service lager bar needs more signage."
- I like the addition of the black, white and badge canvas'