

Compliments August 2017

- Middleton, Freshwater – Customer called to thank us for doing a great job of resurfacing their road.
- Harvey Close, East Cowes – Customer called after reporting a dumped fridge, to thank the team for being very efficient and to congratulate them on a job well done.
- Upton Road, Ryde – Customer called to say thank you for sorting out the overgrown vegetation in this area.
- Buckland Gardens, Ryde – Customer wrote “Island Road’s workers were very professional and very quick with their work and I would like to thank all the members of Island Roads. A very big thank you on behalf of myself and all the residence of Buckland Gardens.”
- High Street, Cowes – Customer called to say a big thank you to the person that cleaned the High Street in Cowes on Saturday morning, 5 August. The roads were very bad late into the night but beautifully cleared ready for trading.... THANK YOU VERY MUCH.
- Pier Street, Ventnor – Councillor wrote “Could you please pass on my sincere thanks to the team for the splendid job carried out Friday afternoon in replacing & re-signing the directions to Ventnor seafront. Many, many happy business owners & holiday makers, all having a great time. Great.”
- Hurst Hill, Totland Bay – Customer wrote “My husband has just had a cancer operation at Southampton and I have had to have District Nurse in and doctor, your staff on the phone, her name was Claire, was so helpful and I can’t speak highly enough about the men doing our Road. They were so helpful and polite, it has helped so much at this hard time for my husband and I. I can’t put it into words, thank you does not seem enough. They are very hard working men, please thank them for us.”
- Merrie Gardens, Lake - Customer called to praise the work that the operatives did when they resurfaced the footways. She said they were very polite and did a grand job.
- Roseway, Lake – Customer called to commend our guys who have been working on the road over the past fortnight. She said they were really polite and very hard working and doing a fantastic job.
- Church Road, Shanklin – Customer wrote – “Apologies I should have emailed before now. Last Wednesday 16th August 2017 at around 05.00hrs I saw your Gully Sucker team operating outside my house and clearing the rain drains of debris etc in Church Road, Shanklin, PO37 6QY. It was good to see some pro-active work before the onset of Autumn when more tree and other debris will collect in the road drains. At least that saved me writing an email to you requesting the work to be done!!”
- Isle of Wight – Customer said Island Roads have done a very good job over the island with the resurfacing and how quickly we have changed all the lights. We have done a very, very good job and customer is quite impressed.
- Isle of Wight – Customer wrote “Hello. I've been holidaying and cycling on the Island for years and feel compelled to write with HUGE congratulations for the work being done to improve what have been woeful surfaces. Most recently I have been in and around Bembridge Brading and Bullen and the roads are SO much improved. Thank you. Please keep up the brilliant work.”

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- Dairy Crest Drive, Newport – Customer wrote “Dear Island Roads, Thank you so much for keeping me updated with emails. I am very pleased with the outcome and look forward to the restriction being enforced. Many thanks for all your help.”
- Alpine Steps, Ventnor – Re: removal of debris. Customer wrote “Many thanks. First class response.”
- Esplanade, East Cowes – Customer wrote “I just bumped into your lovely operatives who informed me the supervisor had called them down there already. So, job complete. So, thank you to all of you for sorting so quickly and efficiently.
- St Johns Road, Ryde – Re: road sweeper. Customer said “Well done and thank you.”
- Wyatts Close, Northwood – Councillor wrote “Keith, I have to say thank you for the special efforts made by your crew in getting the manhole covers level in Wyatts Lane – it has been noted, very good job!”
- Sandown Road, Bembridge – Customer called to say thank you for the work on Sandown Road – it is excellent.
- Sherbourne Avenue, Ryde - Customer wrote “Good afternoon, Just a quick email of praise to your workers outside my home, it's their 3rd of work here and they have been nothing but polite of courteous. My children have been taking them refreshments and they are very grateful due to the heat! They moved machinery so I could walk my dog, my daughter went out earlier and they helped her cross the road as it was difficult for her to see. One man stopped me to tell me how polite my children are. I know we shouldn't stereotype but we half expect shouting etc from the work people due to noisy machinery etc but they are completely professional. I am on holiday from work and the work outside hasn't inconvenienced me at all! Such a relief.”

Personal Compliments

- Church Road, Gurnard – customer wrote “Many thanks to you and your colleagues in sorting the plaque for us. It means a lot to some of our senior members in particular, so it was much appreciated
- Cowes Road, Newport – Customer wrote “Thanks Luke for your prompt attention to my query about the service/drain cover outside the County Show Ground today. Your phone call was most helpful and it's great to be able to talk to someone about the problem”.
- Court Road, Totland – Customer wrote “I wanted to send some feedback on John Wright, who was the traffic manager during recent roadworks in Court Road, Freshwater. John was exceptionally pleasant, courteous, and helpful. We needed to get out on two occasions during the roadworks and my husband walks with a crutch so is unable to walk far, particularly on rough ground. John couldn't have been more helpful in getting us out and back during the works. Nothing seemed too much trouble. On the final day he even took the trouble to ring our doorbell to check if we needed further help with access on that day. Please pass our sincere gratitude to John and please make sure my feedback reaches the 'powers that be' if you would.”