

Compliments April 2019

- Caws Avenue, Nettlestone - Customer wrote "Will you please thank the District Steward for attending to the work needed so promptly. A good and clean job was undertaken. I am delighted to be informed that the whole of the roadway will shortly be re surfaced."
- Lind Hill, Ryde - Customer called up to say thank you to the lady that took the call, as she promised a 24hour response, and we turned up in 30mins for a fly tip. He also wanted to thank the guy who collected the fly tip, as he was polite, and friendly, and cheerful.
- Wilver Road, Newport – Customer called and said "Thank you very much for doing the paths along Wilver Road, you have done an excellent job. My son has a flash car which he parks on the drive and they were very good about it, they put barriers up etc. Thanks again."
- The Broadway, Totland – Customer wrote "I just want to let you know that I was outside the hairdresser Focus in Totland on Friday afternoon. A lady with mobility issues could not walk across the road because you were laying tarmac, she was getting anxious. Your staff treated her with considerable kindness and respect- two members of your team gave her a fireman's lift across the road. Please can you ensure the two members of staff are acknowledged for their helpfulness and for going out of their way to help a member of the community"
- Isle of Wight – Customer called to say "thanks to Island Roads, for EVERYONE at Island Roads, for all their hard work."
- St Paul's View, Newport – Customer wrote "I have just walked along St Paul's View road in Newport and would like to comment on how nice the road and new edge looks.
- St Thomas Car Park, Ryde – Customer called to pass on thanks for the recent works to rectify noisy drain cover in St Thomas Car Park, in conjunction with Southern Water.
- Esplanade, Ryde – Customer Called to give a Big thanks to cleansing services especially Nigel Smith and Jason Peters for carrying out duty of care in emptying bins over the busy bank Holiday (Saturday) Wight Care advised wouldn't be emptied until Tuesday and due to weather and people using the Beach and events being carried out in this area Nigel made the call to resolve this issue.
- Isle of Wight – Customer wrote "My partner and I visited the IoW over the Easter bank holiday and took two days to cycle around the island using the sportive signage that's in place. I just wanted to pass on thanks for this, the island, route, places we saw and stayed were wonderful, and being able to easily travel around by bike to some great viewpoints was marvellous. Thank you for your work in maintaining this route and making it accessible to all. We had a brilliant time and look forward to hopefully getting to cycle the route again in the future."
- Grange Avenue, Binstead – Customer wrote "Island roads were in Grange avenue last week and I just want to say how efficient and great they were. The foreman was especially helpful, and they worked hard to make sure residents were kept informed and not inconvenienced. Well done"
- Upper Road, Brading – Customer wrote "Thank you to the men who repaired the bollards outside of our house, Upper Adgestone. It looks much nicer now, and safer too."
- Canteen Road, Customer wrote "Just wanted to thank all the road-workers outside our house on Canteen Road. They have been super helpful and polite."

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- Caws Avenue, Nettlestone – Customer wrote “May I thank you for attending to the resurfacing of Caws Avenue and a very good job is being done!”
- Esplanade, Shanklin – Customer wrote “Please can I commend and thank John in traffic management for his help in getting my delivery of a replacement fridge freezer through all the resurfacing works along Shanklin Esplanade. He and his team have been so friendly, communicative and helpful to us, and we cannot praise them enough. As residents on the Esplanade we have been kept informed each step of the way, and although the disruption has been immense, the team have done all they can to minimise the impact, and once finished I am sure the end result will be well worth it.”
- Firs Close, Cowes Customer wrote “Would like to thank the gang who worked on the footways at Firs Close. At all times the gang were polite courteous and extremely accommodating. Always happy and cheerful and they have done a fantastic job of the footways.”

PERSONAL COMPLIMENTS

- Broadway, Totland – Customer wrote “I am a resident at Glennwood on the Broadway at Totland where you recently resurfaced the road between 1st April through to the 8th April. It is not often that people acknowledge or bother to praise when someone has made an impression or effort impacting on our daily lives. I must bring to your attention the traffic safety guys John and Paul, both working when the Broadway was resurfaced. They went beyond what would be expected and made accessing our property easier when safe to do so, it was a pleasure to have been able to approach and communicate with them both. They answered any questions or concerns we had both politely and accurately. They deserve this recognition and I hope you would pass onto them my thanks.”
- Esplanade, Ryde – Customer called to give a big thanks to cleansing services especially Nigel Smith and Jason Peters for carrying out duty of care in emptying bins over the busy bank Holiday (Saturday). Wight Care advised wouldn't be emptied until Tuesday and due to weather and people using the Beach and events being carried out in this area Nigel made the call to resolve this issue.
- Isle of Wight – Customer wrote “Thanks goes to everyone in the hub who are a credit to island roads. Always so helpful, supportive and go the extra mile when they can, in particular Donna and Michael. To all the cleansing team, who have done a fabulous job of Ryde for the spring clean and emptying the bins over the holiday weekend. Thank you every single one of you!”
- Isle of Wight – Customer wrote “Dear Lorraine, you are an absolute superstar! Thank you so much and for the birthday greetings. This email is my final present of the day! You have been incredibly helpful and speedy in response. I would like to thank you for your patience and understanding in getting this process through quickly.
- Whitepit Lane, Newport – Customer wrote “Donna, appreciate your help and your humour ... I guess doing the job you do causes you to be "in the firing line" of some callers. So a personal thank you once again. Please show this to your line manager .. A grateful Islander