

Compliments May 2019

- Firs Close, Cowes – Customer wrote “One of your crews have recently renewed our pavements in Firs Close and I thought I would take the time to let you know what a brilliant job they did. Where the bottom of our drive met the pavement, it was very uneven and messy and I did wonder, how on earth they would neaten it. It looks really neat and tidy now. In addition to this I made them aware that my Dad was seriously ill in hospital and that I may need to get out of the drive at any time day & night. They were very understanding and kept my access to the maximum, they kept us informed of progress and tapped on the door to let us know when the short period of nonaccess would be. I know that people are quick to complain these days but they should be given credit for a really good job !!!.”
- Chillerton - Just wanted to put on record an official thank you from Chillerton and Gatcombe PC for the gully work in Chillerton opposite Brook Lane. We can often be quick to moan but sometimes it's nice to say thanks and we are very grateful this time!
- Well Street, Ryde – Town Council wrote “Just wanted to say Thank you for doing this the neighbourhood is overjoyed !”
- Puckpool Hill, Nettlestone – “I write following a visit to Cedar Lodge to say that the work carried out on Puckpool Hill has been done very well. Indeed, my concerns expressed in my correspondence and in conversations with Mr. McCauley have been addressed and the surface now is below the kerb on my drive and hopefully the garden will no longer be a run off from the water which flows down the hill during the winter months.”
- Whitecross Lane, Shanklin – “Please pass on my thanks to your engineers.”
- Holmfield Avenue, Yarmouth – Customer wrote “- Dear Sir, Many thanks for the new road sign for Holmfield Avenue at Thorley. Looks great”
- Marlborough Road, Ventnor – Customer wrote “Much improved visibility. Thank you”
- Whitepit Lane, Newport – Customer called to report that our resurfacing made a really bad mess of his resin drive. He's calling back to say that we went out this afternoon and repaired the damage to their satisfaction. The operatives were very polite and he's very impressed with the speed of our response.”
- Brook Road, Brighstone – Customer wrote “A very, very big Thank You to the Supervisor and a big thank you to the team who have worked on the road that leads from Brook to Brighstone. He said that it was a very rough road and now it is super smooth. You have done a wonderful job.”
- Daish Way, Newport – Customer wrote “I just wanted to email you my personal thanks to Island Roads for your support of Walk the Wight on Sunday. We had an incredible day, the weather was perfect and over 8,000 people marched together in support of Islanders facing death, dying and bereavement. What a tremendous achievement for everyone involved in this special event, which brings out the very best in our Island community. I feel hugely privileged to work alongside people like you and your team who are so willing to give their time and energy to make Walk the Wight happen. Your commitment to supporting Mountbatten is inspiring and it makes me very proud to be part of this extraordinary organisation. From the bottom

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of my heart I thank you for everything you have done and continue to do to support Island people and I hope you know how much your hard work and efforts are appreciated. Nigel Hartley, our Chief Executive, would also like to express his gratitude to you and I attach his letter to this email. From me and the rest of the fundraising team, a big soft and squishy THANK YOU for supporting Walk the Wight with Mountbatten 2019.”

- Whitepit Lane, Newport – Customer called to say thank you to the team working on Whitepit Lane, don't know names but said they were just excellent, very helpful and couldn't do better job, helped customer to carry her shopping and with access to her property, also for the neighbour.
- Esplanade, Shanklin – Customer called to say very big thank you for the resurfacing, it has uplifted the whole of Shanklin promenade, you also do an excellent job all around the Island.
- Green Road, Lake – Customer called to thank the crews carrying out pothole repairs. Customer said they have done a wonderful job.
- Marlborough Road, Ventnor – Customer wrote “Removal of rubbish from overturned domestic bin. Within 2 hours. Brilliant. Thank you.”

PERSONAL COMPLIMENTS

- Nettlestone Hill, Nettlestone – Customer phoned to thank Liz Smith and John Barry for all their help with the disabled bay application – they said they were efficient and knowledgeable and a pleasure to work with.