

## Compliments August 2019

---

- Rookley – Customer wrote “Thank you for taking care of the repairs so quickly. I passed by this morning to see that everything was back to normal as if nothing had happened. Thanks again to all concerned at Island Roads.”
- Vine Road, St Helens – Customer wrote “Wonderful job, thank you to your team! Staff were so helpful.”
- The Broadway, Totland – Customer called to thank IR for all their help with the carnival at the weekend and to thank all the team that assisted with the signage etc
- Upper Road, Brading – Customer rang to express her thanks to the gentlemen who found her phone and returned it.
- Lushington Hill, Wootton – Customer wrote “just wanted to make you aware of what happened on Lushington Hill last night. The guys had been working their way along for a couple of weeks, they had taken the top off the pavement last week and we could see they were clearly about to start to re surface outside here this week My wife and I had been to my nieces birthday dinner last night , Monday 12th. We came back around 8 pm, sure enough traffic lights set up, lorry across our drive, guys resurfacing next door about to re surface outside our house 65 Lushington Hill. I pulled in between cones just past our house and my wife walked back up hill, I stopped and followed her. The guys were brilliant, they helped my wife across the path as they had laid base, he made sure she didn't stand on wet sticky stuff. They then told me go back to car, turn around and they would move lorry, cones and all their gear to let me on the drive. I just wanted yourself and island roads to know that it was really appreciated, and their team should be congratulated. I thought it might be nice to say thanks rather than just criticise”
- Whippingham Road, Cowes – Customer wrote “I just wanted to say thank you for trimming the hedge. I felt much safer this morning whilst going along that stretch of road.”
- Yarmouth – Customer wrote “Just wanted to say thanks to you and your colleagues for all your help and advice for the Yarmouth Carnival Parade which was held on Saturday 24 August between 4.00pm - 4.30pm.”  
The Parade was smaller than previous years and there were not so many spectators, (suspect they were on the beach instead!)  
As far as I am aware there were no problems experienced during the parade, an ambulance went through Tennyson Rd over the bridge just prior to and after the parade finished. They were not held up as far as I am aware.  
Many thanks once again for your help. Thanks is a small word but means a lot.”
- Gunville Road, Newport – Customer wrote “The road verge here is a grassy bank which has almost 200 plants of Autumn Lady's Tresses (28.8.19), a late flowering species of orchid. I'd like to congratulate the team responsible for roadside verges for allowing these plants to flower. By mid-late September they will have set seed and we look forward to another fine display in the late summer of 2020.  
The late July road verge cut at this location has been ideal for this species of plant.  
Well done! “

# Compliments August 2019

---

## PERSONAL COMPLIMENTS

- Kings Road, East Cowes – Customer called to commend the workmen for the excellent work they have produced on the footway and for all the help and assistance the men on site gave to all the residence. Foreman on site was Jay. She would also like to add it was particularly hard for them all including the tarmacers during the really hot weather last week
- West Wight Parade – Customer wrote “Can you pass on a huge thank you to Sid and his team for the road closure works on Saturday for the West Wight Parade, they were brilliant.”
- Belgrave Road, Ventnor – Customer wrote “I very much appreciate your attention to this matter, and for taking the time to call me and explain the situation; very impressive service indeed.” (refers to Ian Hodson)
- Merstone Lane, Arreton – Customer wrote “Just to give you the heads up that Islands Roads came last week and dug out and re-tarmacked the access and it looks great. The buses and other transport are starting to use it in a safe and in an orderly manner so it works well all round.  
Many thanks for sorting this out, it is very much appreciated. You will notice that I have copied in Andrew to say thanks for his help and for keeping us updated.”
- Rowlands Lane, Ryde – Customer would like to say a big thanks to Tracy Gordon and Cheryl for being so understanding and the soft Estates team for getting the grass cut so promptly.
- Please pass on thanks from this Parish Council to your team for their very professional work over two days to resurface Brook Lane. It was managed with a minimum of fuss, with very little impact on the ferns and ivy that hold the verges and banks together, and residents at the top of the lane are particularly pleased that you were able to iron out the 'hump' that caused so much trouble to cars, and then to re-surface slightly beyond the boundary. I am copying in our Ward Councillor Steve, with thanks, who took part in communication with IR to arrange the work, and our lovely stewards Matt and Derek who gave so much time to us when surveying this rather troublesome lane.