

Compliments January 2017

Wow!! Many thanks for the super quick reply, very impressive.
Sylvan Drive, Newport

The customer called to compliment the guys who cleaned up the dog fouling that he reported this morning.
Ash Lane, Carisbrooke

I would like the manager to know how helpfully the crew working here have been. Footways works,
Gang 2
St Davids Road, East Cowes

I can't believe how quickly this was done (footways). Thank you.
If only the IW Council could work so efficiently as Island Roads the Island would be a different place.
Thanks again.
St. Davids Road, East Cowes

Thank you for removing the offending rubbish in a High Street doorway.
Shanklin High Street

Just a short note by way of saying thank you for whatever you had to do to rid the High Street of rubbish, it is much appreciated.
Shanklin High Street

I must say that I am delighted with the final quality of the work done on Princes Road, Freshwater and excited about the planned works for Avenue Road. In general I am finding the quality of work and increasing professionalism of your staff very positive.
Cllr Freshwater South

Many thanks for a job well done. I requested that Millers Lane, Clatterford Shute and Froglands Lane were in need of a visit by your little sweeper lorry, and yesterday (Sunday) it appeared, sweeping away like a hungry wolf gobbling up everything in sight.
Thank you, it is much appreciated.
Froglands Lane, Newport

The customer would like to thank the operatives who attended and painted her APB
Church Place, Freshwater.

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I would like to compliment Island Roads and the crew that are on site repairing the carriageway and manhole cover reported this morning.
Horsebridge Hill.

Thank you for removing the barriers from the Adelaide Court. Ryde

Yesterday morning at about 8am I reported a lot of fast food rubbish in Carters Road, Ryde. By 10 am all the rubbish was cleared. I would just like to say this is first class service. Thank you very much. I was not expecting such a speedy and efficient response.
Carters Road, Ryde

Brilliant response. In our road, a cul-de-sac we get a lot of carers up and down every day. Last Friday there was sheet ice down the hill and spreading across the T-junction. I rang Island Roads and a very helpful young lady said she would get someone down to it. She said our road was not on the gritting list but if we had a problem again to let you know.

I said "as I have you on the phone, there is a pothole right outside my home and everyone seems to hit it. I came home that afternoon to find the hole filled. Thanks Island Roads"

Excellent job done with a fast response to the patching of the road - well done!
Newport Road,
Ventnor

The customer's Neice said that having received a hedge letter, the District Steward (Richard Baker) visited her property and was very nice, helpful and put her mind at rest. Thank you to the steward for being so kind.
Wyatts Lane

I asked you to take the leaves off the top of the drain in Denmark Road.
One day I noticed the leaves had been removed from on top of the drain.
Then yesterday morning there were 2 men lifting the drain cover and emptying down below it.
Thank you very much for your help.
Denmark Road, Cowes

Hi island Roads,

I am receiving some good compliments from residents and councillors of Ryde who have been praising, not only me for attending and investigating certain areas, but also Island Roads staff for doing a good job in a quick timescale! Also I wanted to say a thank you to all the staff who answer the initial Island Roads calls. You are always so helpful and forthcoming with information to help

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me, so thank you too!! I just wanted to pass on some good feedback as it's always nice to hear the good and not just the bad.

IW Council employee

Compliment for Senior District Steward and District Steward, Seaview

Many thanks for all you are doing to assist the Parish Council in rectifying the continuing problem of water running off Ansell's Copse-hopefully they will be successful.

Compliment for Hub employee. You have been really helpful. Enquiry relating to Wellow Road.

Compliment for Footways Supervisor

Thank you for the speedy repair of your contractor's damage to my drive last week.

Castle Court, Ventnor

Compliment for Hub Employee. As always impeccable help!

Local Councillor

Customer came into Island Roads to thank the Carriageway Project Manager for repairing his drive after resurfacing works.

Bury Lane Farm, Merstone