

Compliments September 2017

- Main Road, Ningwood – Customer wrote “Just a quick note to thank you for all your persistence, determination and hard work in getting the school crossing up and running in time for the new school term. I know it has not been an easy project to deliver due to the number of stakeholders however you have skilfully threaded your way around the obstacles to deliver a project that many have failed on in the past. Thank you both very much, you are a credit to your organisations and have delivered brilliantly”
- Watergate Road, Newport – Customer wrote “I live with my Mum. Island Roads were resurfacing here this past week so the road was closed and could have caused us a bit of a problem so I phoned your help desk to try and sort this out. The person that I spoke to was perfectly lovely but unfortunately, I was given some misinformation (not the person on the help desk's fault), partly because they required better information themselves and partly because I did not fully understand how difficult it might be for your men in charge on the job to assist with our request! Unfortunately, this did not put me in the best mood when I found that the things that I thought I had sorted out were not. Luckily, your man on site, Mr. John Wright, was extremely helpful. In the face of my annoyance over several things changing from how I expected them to be, this calm and cheerful man explained why things were the way they were and practically bent over backwards to help us and keep us informed. He is definitely an asset to good public relations for Island Roads and I for one view your company and the work it is doing in a better light. One of our problems was that my Mum needed to attend three appointments at our Doctor's Surgery during the week the resurfacing was taking place. We managed two of them but because of changes in the schedule but the third one had to be changed to the Friday in the hopes that I would be able to drive her from our house (because she cannot walk very far and the work was going on right outside of our house). Even so the timing was going to be tight. It was here that John and his 'oppo' Tony became our 'knights in shining armour' because the road wasn't quite ready to be driven over so they gave my Mum a seated 'fireman's lift' to my car.”
- Watergate Road, Newport – Customer wrote “Congratulations to Mark Wright & his team. This was a superb job achieved under difficult conditions. A grateful resident.”
High Street, Godshill – Customer wrote “Hello Rodney, I don't know if you will get the opportunity to pass this on but a couple of months ago a car ran into the bollard in front of our property (Lodwell) in the High Street in Godshill. I rang Island Roads at 4pm and at 11pm they reseated it in new tarmac - unbelievable service, well done to them. I also reported two loose gratings outside the property which were causing quite a noise and these have also been repaired. If you are able to pass on my thanks I would appreciate it. Whilst writing I would also like to pass comment on the quality of the pavements on the Island generally. We live on the mainland in Hampshire and the standard of the pavement edges is, quite honestly, disgusting with weeds and grass growing pretty much everywhere. The difference on the Isle of Wight is markedly better, long may it continue.”
- Morton Old Road, Brading – Customer wrote “Just to thank you for your very, very quick response to the e-mail sent to you yesterday and hope you will be able to resolve the issues raised.”
- Ryde Carnival – Customer wrote “With Ryde Carnival safely out of the way for another year, it's almost time to be thinking about next year's arrangements. But first I would like to thank you for your own efforts this year; your efficiency and your

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unobtrusive hands-on style made it easy for us to go ahead with the events secure in the knowledge that the traffic management wasn't going to be an issue.

It's probably something you and Island Roads takes for granted, but it's very reassuring for us, putting together a carnival parade with so many diverse elements to consider, to know that as far as traffic management is concerned we are in safe hands."

- Cliff Path, Lake – Customer called to thank us for putting the fencing back; she said we have done a fantastic job.
- Summers Lane, Totland – Customer wrote "Just wanted to say what a great job Island Roads have done at Middleton, Court Road and Summers Lane in Freshwater. Absolutely brilliant - so smooth, a pleasure to drive on."
- Forest Road, Newchurch – Customer called to say thank you very much for the work on Forest Road. They were not disturbed at all throughout the works and the operatives were very helpful.
- Warwick Street, Ryde – Customer called to thank us for attending to the fly tip and for keeping him updated.
- Landguard Manor Road, Shanklin – Customer called to say that the team who have been working here over the last 2 days have been very professional and extremely helpful. She also added that they have done an excellent job.
- Forest Road, Newchurch – Customer called to say what a fabulous job we have done at Forest Road and that all the team who were on site were polite and extremely helpful. She was very happy with our work and would like this fed back to the teams
- Emmett Hill, Chale – Customer called to say thank you for the works we have completed outside her property. She is very happy and said we have done more than she had expected. Many thanks.
- Cedar Hill, Newport – Customer called to compliment the two young men who sorted the "patch" in the road at approx 5pm the other day. She is very happy.
- Hunnyhill, Newport – Customer phoned to say what a great job we have done of the hedge trimming between Hunnyhill and Mottistone. He said we have trimmed hedges that haven't been touched in years. We have also trimmed by the church which with the new resurfacing has created another foot of C/W. He is very impressed and wished to pass on his thanks
- Cliff Road, Lake – Customer called to say that the new plans for Cliff Road are brilliant she is impressed with the designs she has seen.
- Dodnor Lane, Newport – Customer called to thank whoever swept the lane following the enquiry she made yesterday. She said she no longer has to fear slipping on squashed acorns and was very impressed when she walked along there this morning.

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- Arundel Road, Ryde – Customer would like to pay a compliment. He is very impressed with the Chaps on site especially with Gary Parker. They had the misfortune of a fractured water main nothing to do with men on site. They kept the gentleman and his wife fully informed of the ongoing situation and kept their property clean and tidy. He wanted this recorded as this held the works up. He is also very impressed with the standard of work undertaken
- Isle of Wight – Customer wrote “I visited the Isle of Wight at the weekend and cycled around the island. Obviously, I could see that an extensive resurfacing programme was well underway and, I would like to thank you for making the many uphill sections a bit easier.
- Noke Common, Newport – Customer wrote “I would like to thank the person who dealt with my concerns regarding my drive ways. The job was carried out in a competent and professional manner by your employees and I am very satisfied with the result, so thank you.”
- Newport Quay, Newport – Customer wrote “just to thank you and Island Roads for the tremendous job regarding the Classic Car Show”
- Bonchurch, Ventnor – Customer Said “thank you Island Roads for all the great work you are undertaking. The roads look marvellous and she is very impressed how quickly we came to fix the potholes she reported. She thinks we are all doing a fantastic job”
- Downsview Road, Bembridge – Customer wrote “Is it possible to say thank you to the guys who resurfaced our path yesterday (21st Sept) They had been working on replacing the curb stones and resurfacing the pavements in Downsview Road, St Helens. Our little stretch of path had been missed off the original works and after a phone call, you kindly agreed to do it, which they have done and they did a very thorough, neat and tidy job. People are always ready to complain about bad work but don't bother to say thank you for good work, so I wanted to say thank you.”
- Wyatts Lane, Northwood – Customer wrote “Just thought I'd let you know that I spoke to my Auntie yesterday who is disabled and lives in Wyatts Lane, Northwood. She said she thinks we have done a really good job with the resurfacing of Wyatts Lane and is more than pleased because the tarmac has been laid right up to her garden step which borders the road, enabling her to get in to the car that picks her up more easily, as it has taken a bit of the height away, so she is very happy!”
- Limerstone Road, Brighstone – Customer said “resurfacing of Limerstone Road between Shorwell and Brighstone was superb; smooth as a baby's bottom”.
- Arundel Road, Ryde - Customer wrote “This is just to say Thank you to your workers, there was 1 in particular (but didn't know his name). When your men started to do our footpaths, a piece of the corner of my wall was broken off. I spoke to 1 of your men, and he promised he would seal it and cement it back for me. As time went on, he kept calling out to me that 'I haven't forgotten'. He was true to his word and it has been repaired.”
As I said, accidents do happen, but as a widow, I am not that handy to fix things and so I really appreciate him taking the time to do as he promised.
I know Island Roads get a lot of bad press, but for me, I am happy.

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- Winston Ave, Ryde – Customer wrote “Recently we had newly surfaced pavements in this road. I would like to say that all the workers involved were always courteous and gave full information on the progress of the work. They always tried to maintain full access to our properties. Plus, of course, we have a very good looking pavement.”

Personal Compliments

- Watery Lane, Newchurch – Customer wrote “On my way to the Pavilion in Watery Lane near Hale Common yesterday (13th September) taking my husband to a meeting, I suffered a tyre puncture. I was in a real dilemma as to what to do about it when two Island Road operatives who were working a few yards away volunteered to change the wheel for my spare to enable me to drive to a tyre place thus saving further damage to the punctured tyre. I can't tell you how relieved I felt at their kindness. One of them changed it speedily in pouring rain. Somehow saying thank you did not seem enough. One was named Phil but I have forgotten the name of the other one that helped.

The same operative that actually changed the wheel had cause to come to my rescue a second time when I returned later to collect my husband. I was transferring my husband from wheelchair into the car when he went into muscle spasm and tremors before I could get him seated. If it had not been for the quick action of your operative my husband would have fallen possibly injuring himself, instead, an accident was averted and he was able to safely get my husband seated into car for me.

When I now reflect on how different my day would have turned out if it had not been for Island Road staff I feel so fortunate that our paths met and I wish to let you know just how very much I appreciated what they done for me. I am aware that Island Roads support many community projects but these were spontaneous good deeds by staff that would pass unnoticed if I did not bring it to your attention.

- Tennyson Road, Freshwater – Customer wrote “Thank you Luke for your help and professionalism”
- High Park Road, Ryde – Customer wrote “Claire, Super efficient response – much appreciated.