

## Compliments October 2017

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- Watergate Road, Newport - Customer came into Reception wishing to log a compliment to supervisor Steve, truck driver Brian and one other IR worker for the work they did on Watergate road. Please can you pass on his appreciation.
- Madeira Road, Ventnor – Customer called to compliment Island Roads because he reported some broken glass and we were sweeping it up within ten minutes!
- Doctors Lane, Brading – Customer wrote “Just wanted to drop a line and say thank you to the team that sorted out and put in the bollards at Doctors Lane, Brading. We’ve just had an elderly resident pop into us to let us know that the work has been done and how much safer she now feels knowing that vehicles cannot access this pedestrian lane any longer.”
- Quay Lane, Brading – Customer wrote “: I see someone from island roads has come over this morning to see what I’m on about. Thank You, thought I wouldn’t be listened to but there’s someone doing something about it so thank you”
- Garfield Road, Ryde – Customer wrote “Many thanks, great work from Island Roads.”
- Island Wide – Customer wrote “My son, his wife and I have just been on our holiday to IOW 11-15 Sept. My son wanted to comment on how wonderfully kept your roads are on the Island. He is a keen cyclist and does at least 30 miles on each ride. He was so amazed that on the mainland the roads are very badly kept and couldn’t get over how lovely your roads are. I hope this letter will be read by those who in fact are the “hands on workers” We are coming back to a lovely cottage in St Helens next June when my son will be riding his bicycle again. Very well done Councils and workers alike. The Island is beautiful.”
- St Michaels Close, Shalfleet – Customer wanted to comment on how efficient and Helpful IR are. She said workmanship is good and team are helpful and polite. She is very impressed and said she never saw anything like this on the mainland.
- Ansells Green, Nettleton – Customer wrote “My neighbours and I are delighted that the gutters and roadway in the vicinity of Ansells green were swept this morning.

An excellent job was done and we have never seen the area so clean and tidy.

- Avenue Road, Freshwater – Customer wrote “I just thought I’d say that the workmen are doing a brilliant job in freshwater at the moment. Some of the locals are very negative, but this is the best thing that’s happened to freshwater since the pop festival. Excellent work.
- Newport Footpath – Customer wrote “I would just like to say. Good job on getting the Whippingham Cattle Creep sorted. I walked along it Saturday. Fantastic that it’s back in use.”
- Main Road, Shalfleet – Customer called to compliment the men on the work undertaken and for helping the residents to get in and out. A job very well done.

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- East Cowes – Customer wrote “I just wanted to say thank you for dealing with my concerns about the bench. Can you also thank the local steward for organising the bench to be replaced. My plaque is now sitting proudly again.

Many thanks to you and your team for supporting me with this matter and providing a very satisfactory and positive outcome, I am very pleased.

- Yarmouth – Customer said that he met the EA and Island Roads at Yarmouth this morning to deploy the flood barriers. He said that the EA were "very impressed" with the lads from Island Road that attended. He said that they know what they were doing and got on and did the job. He said that they were well briefed and knew their "stuff".
- Bonchurch Village Road, Ventnor – Customer called “to say they reported a cleanliness issue here yesterday and we have done a beautiful job today. It looks lovely
- Moor View, Godshell – Customer wrote “Thanks again for the prompt reply to my first email.  
I came home yesterday to see that the guys had done the top layer on the pavement and I have to give credit where it is due.  
They have done a fantastic job and it looks great.”
- School Street, Ryde – Customer called to praise the works that has been completed after his earlier report. He said he can't believe how much of a difference it has made. We have done an amazing job.

### Personal Compliments

- Queens Road, Cowes – Customer wrote “Just to log that someone dumped a load of McD's litter in the parking bays opposite the New Holmwood Hotel. It looks like they were in a vehicle and just threw it out of the window.

One of our town councillors spoke to David Hughes (who does the bins and litter on the Green). Although he finishes at the coffee hut, he said he would go up and clear it.

We would like to say “thank you” to him please for going the extra mile.”

- Hornsey Rise, Brading – Customer called to day thanks to Marc Taylor for the quick response.
- Wellow Top Road, Shalfleet Customer wrote “Currently. along our road, Wellow Main Road, the road surface is being replaced. My I just express my thanks to John Wright and his team for making the whole process run very smoothly. The works have yet to be completed but I'm sure it will be done in an efficient and considerate manner so that residents experience minimum inconvenience.

Many thanks for improving our road condition.

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- Main Road, Wellow – Customer wrote “It’s not often that I feel the need to write because of a great job and great service from another companies staff however in this instance they really do deserve some recognition.

We are a small diversified farm/tourism business in Wellow and while appreciating that the road improvement works that have just been completed needed to be done it was always going to hurt us. To try and see if we could get some cooperation in making it least painful I have been communicating with Maria Escandell, she has kept us fully informed at all times has organised changes such as organising the works to be done in two phases in order to allow us to stay open as often as possible. She has also been available any time we have had any issues with signage and has kept us fully aware of any changes as the works have progressed. She is an asset to your company.

All of the staff that have been doing the work have been good and polite and they have really got on with the job while keeping us with access as much as they have been able and I think in total we have only been completely closed for two days. The star of the team has to be John Wright. He has re-directed people and spent time telling them how to get to us he has been communicative and basically got us open and taking money when we were not expecting to be. His is not an easy job and he has been bright and cheery when I know others have been giving him grief and he really has been helpful.

Sometimes you just need to know just how good your staff are.

All we need to get Island roads to do now is assist us in getting the hedges cut around our brown signs in the summer (we don't mind paying) and you will have things completely sorted.

Thanks for a great job.