

Compliments December 2017

- Avenue Road, Freshwater – Customer wrote “Congratulations and thank you for keeping us so well informed”
- Avenue Road, Freshwater – Customer wrote “Thank you I know it’s probably not been the easiest of jobs but as I drove down Avenue Road tonight I have to say how good it looks.”
- Avenue Road, Freshwater – Customer wrote “Can I take this opportunity to thank all those involved in this project. Please pass this on to others not on this circulation as appropriate. Of course, there have been some issues on the way but I am sure that our community will feel the benefit of this regeneration of Avenue Road in the coming years. A real positive for all. Thank you.”
- Avenue Road, Freshwater – Customer wrote “Thank you, I know it’s probably not been the easiest of jobs but as I drove down Avenue Road tonight I have to say how good it looks.”
- Church Road, Gurnard - Customer called to thank you to Island Roads for doing a wonderful job on the footways outside her home. Also, the staff were polite, courteous, and always did their best to help her.
- Avenue Road, Freshwater – Customer wrote “Thank you very much for the update and we are delighted to hear of the confirmed reopening this afternoon. It has certainly been a "long" 8wks for all of us affected, but to see it all coming together this past couple of weeks has been encouraging. Thank you also for the free parking gesture, much appreciated. We sincerely hope that the new tree and planters aren't targeted by idiots, but they make a nice change for the area. Thanks again for all the updates throughout. Apologies for the occasional "moans" but, when Customers chew your ear about the disruption, poor signage etc, all you can do is convey those concerns. Is Hill Lane still due to be closed anytime soon? Thanks again & Merry Christmas.”
- Avenue Road, Freshwater – Customer Wrote “Can you please pass on my compliments to the fantastic team who have been working on the large project on Avenue Road in Freshwater. It looks amazing they have been so helpful in assisting the pedestrians around the village so we could still support the local businesses. I’m sure there will be the usual Om’s. (Old moaners).....!!! but that’s life I’m afraid. It was of course a huge project, and these things take time but it really is a complete transformation. A friend of mine recently visited the Island from North Yorkshire, and she commented a few times about how amazing our roads were in comparison to her area. All thanks to Island Roads, hope you all have a lovely weekend and a huge thank you once again Regards Ann Simpson, Totland Bay.”
- High Street, Whitwell – Customer, Southern Water, called to say he has been in communication with the chairman of the Whitwell Parish Council. they have sent him a compliment for their works and have included Island Roads into the compliment for their works. he wanted to speak to us to advise us that they had received the compliment mentioning us and wanted to let us know.
- Avenue Road, Freshwater – Cllr rang and complimented the Streetworks team and the Traffic Management guys for successfully arranging the TM for the Freshwater Lantern Parade last Friday. Said the operatives closing the road were ‘exceptional’. He also complimented the Avenue Road, Freshwater, road works which were completed in time for the Lantern Parade to walk along. He said the works are ‘very good’ and that everyone in the area had ‘only praise for what had been carried out’.

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- Propect Road, Shanklin – Customer wanted to say a big thank you and compliment the work force who undertook footway works along Prospect Road, Shanklin. The standard of work is excellent and overall a fantastic service.
- The Avenue, Totland – Customer said the gang carrying out footway works outside her house were very polite and helpful, they assisted her across her drive and pavement and helped her into her friend's car, even carrying her bags. She also said that the workmanship so far had been of a very good standard compared to what was there beforehand.
- Avenue Road, Freshwater – Customer wrote "I just wanted to say thank you for the great work Island Roads have done in Avenue Road, Freshwater. Where it was once a pot holed, bone shaker of a road, it is now a lovely smooth drive through. Also, the footpaths, pedestrian crossings and planters are great!

Lastly, thank you for the Freshwater Village sign

- Robin Hood Street, Newport – Customer wrote "Many thanks for your kind response to clearing the leaves from the side passage today, much appreciated."
- Steephill Court Road, Ventnor – Customer wrote "This is just to express our thanks to your team for managing to complete the Steephill Court Road project on time. The inconvenience to ourselves was kept to the minimum and we are now delighted with our new road surface! Please convey our thanks to all, as well as Seasons greetings!
- Customer wrote "Thank you so much for all the support you have given Earl Mountbatten Hospice this year. Simply put, we wouldn't be able to do what we do without your help and we just wanted you to know how much we appreciate it.
Someone once said that whatever we possess becomes of double value when we share it with others. Looking back on our busy 35th anniversary year and at the difference your kindness and support has made to our fundraising, we know that to be true.
We hope you enjoy a wonderfully cosy Christmas with your family and friends, and here's to a joyful New Year for all of us.
With warm festive wishes,
- Newport Road, Ventnor – Customer wrote "I just want to thank you for such a quick response to our query. As you said, the fence was adjusted on Monday. There is now a clear view of the corner of the road meaning that I and any visitors leaving our drive can see, and be seen. I hope you pass on our gratitude to all those involved.
- Bullen Road, Nettlestone – Customer wrote "Thank you for cleaning out the gully that runs along part of Bullen Road, Ryde. Your cleaning Lorry came at 7am, which is great....much better than when he was here at 3am ! Many thanks and keep up the good work.
- Afton Road, Freshwater – Customer wrote "As you have just finished renewing the footpath from Newport Road down to the Freshwater Bay I write to compliment you on a job well done.
- Upper Moorgreen Road – Customer wrote "I was so impressed, you repainted the pedestrian/bicycle signs on the cycle path between Upper Moorgreen Road and Love Lane, within a week of my request. They have been painted very nicely too! Thank you very much."

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Personal Compliments

- Horsebridge Hill, Newport – Customer wrote “Dear Theresa, thank you so very much for helping us. It has been most annoying over the past 5 months as it is outside our bedroom window. I just don't understand why it has taken so long. Your help is very much appreciated and for keeping us updated.
- Sarah Chambers, Isle of Wight – Customer wrote “Thank You so so much for all of you amazing help and support with this. I really appreciate it, and am very excited to pop the banner up this evening”
- Rubbish at Gatcombe Church – Customer wrote “Thank you Matthew, the Parish Councillors are very appreciative of all actions and updates you have passed to me.”
- Church Road, Ryde – Customer wrote “I am emailing about one of your employees, Ms Micky Galliers. I live in Church Road Binstead where there has long been concern over standing water in the road. Over the years, neighbours and I have had to contact you in regard to this problem. Although Island Roads had tried to sort out the issue, at times we have all felt that we were banging our heads against a brick wall. Micky has been like a breath of fresh air, seemingly to care and determined to try to solve the problem, that has been the difference this time. She listens, has a business-like but extremely pleasant manner about her and gives the impression that she WILL get things done, if it is humanly possible. She is a credit to your company and as such, I hope she is valued for the positive "advert" she gives it. Please pass on my thanks and good wishes to Micky, it has been a pleasure to meet her.
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