

Compliments February 2018

- Isle of Wight - Customer visited the mobile exhibition yesterday.
2First, can I compliment the staff on the job that they were doing - courteous, professional, and informative to those who were visiting.”
- Osbourne Road, Shanklin – Customer said “Earlier today I reported split bags. I am very happy, the operatives have done a wonderful job of clearing up the mess.”
- Palmerston Road, Shanklin – Customer said “Thank you and your staff team for your kind consideration and allocation of the disabled bay, this has vastly improved my husband's access to our vehicle. Thank you so much.”
- Heathfield Road, Freshwater - customer called to compliment the gang working on the footways he said they were all really polite and could not do enough to help. The customer needed 24hr access as his wife is disabled, he said the team were great and they have done a really good job
- Leeson Road, Ventnor – Customer wrote “thank you for your informed reply, very much appreciated and perhaps I should say very impressive and efficiently carried out”
- Avenue Road, Freshwater – Customer wrote “Just thought I would let you know that there have been some very nice compliments about how much better the Town is in Freshwater now its complete, well done All”
- Atkinson Drive, Newport – Customer wrote “I would just like to say the work force, you sent over to the Isle of Wight to replace and resurface the pavement up Atkinson drive, Newport we're outstanding. A brilliant job they have done. and all in a week. A big thank you, very friendly work men”
- Lynch Lane, Calbourne – Customer Called to thank us for a good job and so quickly, lovely to drive on.
- Bank Gardens, Ryde – Customer called to say a big “Thank you”. They had fly tipping issues in their road so this morning he hailed a couple of our guys who said they would sort it out. He checked later and found it was “clean as a whistle”. Hence, he wanted to pass on his “appreciation for such a good service”
- Crocker Street, Newport – Customer wrote- “I just wanted to thank you very much for filling in the pothole outside my house, yesterday (20th February). I was impressed by your speed in identifying it and scheduling it for attention and given the colossal pressure you must be under to maintain our roads on the island, I was further impressed by the short waiting period before you to repaired it.”
- Bank Gardens, Ryde – Customer called to say a big Thank You for removing the fly tip and wanted to pass on his appreciation for such a good service.
- Pallance Road, Gurnard – Customer called to thank IR for repairing the drain cover.

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- Paddock Close, Godshill – Customer called to thank us for gritting her road.

Personal Compliments

- Isle of Wight - I have just spoken to a customer who was very pleased with the way that Geoff Pidgeon handled his skip licence application and made several visits to the site to advise , the customer said Geoff is a “consummate professional” and very helpful indeed.
- Manor Road, Wroxall – Customer wrote “I would like to thank Paul the steward for the Wroxall area for his help in getting the drainage ditch at the side of the road cleaned out , as the water now runs into the drain instead of across the road. Many thanks.