

Compliments March 2018

- Well Street, Ryde – Customer rang to say thank you for gritting their road – she is very grateful.
- Daish Way – The operations Manager at St Marys called to thank the teams who assisted at the hospital during the adverse weather
- East Cowes – Councillor called to say a big thank you for your efforts in clearing the paths in East Cowes of snow and ice
- Isle of Wight – Customer would like to thank Island Roads for the exceptional and successful effort in getting and keeping the important roads clear during the bad weather.
- Pan Lane, Newport – Customer wanted to say a big thank you for gritting the road
- Totland Parish – Customer wrote “Several residents have been into the Totland Parish Office to thank Island Roads for the gritting carried out over the last couple of days to paths and roads.
- Isle of Wight – Customer wrote “Just wanted to convey my thanks to your very considerate Lorry drivers that are operating in the Chale/Atherfield area at the moment. Two of your drivers were great today when they met my Friend and I on Chale Lane, we were riding our Horses, one of which is a young Horse in training, they slowed almost to a standstill, and we were able to pass safely. Please pass on our gratitude.”
- York Avenue, East Cowes – Customer wrote “Just wanted to say a huge thank you for such a quick response, I'm really pleased as this has prevented any serious issues for cyclists, motor bike riders in the area, sadly not for my tyre but a good outcome.
- Bignor Place, Newport – Customer called to thank us for clearing up the broken glass from the abandoned scooter that had been knocked over.
- East Hill, Ryde – Customer wanted to pass on his thanks to the Footways crew who, when working at East Hill Road were very helpful in guiding him past the works safely and that they were very considerate and helpful.
- Carisbrooke Road, Newport – Customer wrote “Crews turned up on Wednesday evening to fix loose manhole cover, one of the chaps came over to my husband as he was closing the window for the night and apologised for the noise, which was good of him as he didn't have to , well done.
- Manner View, Newport – Customer wrote “I am writing to you to thank you for gritting the roads and car park behind St John Ambulance Building in Newport 02 March 2018.”
- Queens Road, Ryde – Customer wrote “Thank you Island Roads. This service is great and it's really nice to know that I can do the school run without the kids getting covered in dog poo! your services are much appreciated.
- Isle of Wight – Customer wrote “Please thank your overnight teams they did a great job last night it meant a lot to us Coastguard teams thanks again.

Compliments March 2018

- Isle of Wight College - I would just like to say a massive thank you for all your hard work keeping the road clear. I also would like to say how friendly your chaps are when we meet them with the horses. Thank you for all for hard work.
- Isle of Wight - A big thank you to the gritting Team.
- Brook Road, Brighstone - Thanks to all the hard work - Gritting teams are amazing
- Swans Road, Bembridge - Yesterday in Swains Road, Bembridge I spoke to the area Steward about potholes I had reported and which he was in the process of marking up. He was very helpful in explaining some of the mysteries about road maintenance and the various procedures involved.
- Freshwater – Customer wrote “Expect you are busy at the moment. Well impressed with the gritters and snow ploughs over the weekend.”
- Field Lane, St Helens – Customer wrote “Reported some pot holes to IR employee this morning and has come back and they have already been filled. is very impressed and wanted to say thank you”
- Central Way, Sandown – Customer rang to compliment the operatives who cut the green and grass verges – they have done a brilliant job.
- Brook Village Road, Brook – Customer would like to thank us for repairing the bus shelter. We have made a very good job.
- Goldings Way, Freshwater – “I just want to say a great big "Thank You" to all staff who helped sort out the blocked road gully and manhole adjacent to our bungalow, which was overflowing and flooding our garden next to the front wall. The staff who attended on Wednesday and Thursday were prompt and very efficient. Despite the difficulties involved in actually tracing the problems, they persevered with great enthusiasm and determination until they resolved the situation. I am extremely relieved and happy to report that the problem has definitely gone away! THANK YOU ALL AGAIN!”

Personal Compliments

- Isle of Wight - Cllr Howe just telephoned to ask about the Asset Management Workshops and whilst on the phone he wanted to pass on a compliment about Derek Bean.

He said that Derek has always got time for him, and they meet up regularly to drive around the Ward. Cllr Howe said that the hedges look very neat and tidy in the West Wight and wanted to thank Derek for his hard work and personable approach.

- Britannia Way, East Cowes – Customer said “Well done both of you, Donna and Lorna. Customer said you were both very kind and helpful when she phoned in about a disabled bay for her husband, who is terminally ill, and helped her as she said she was in a bit of a state and confused, so I wanted to pass on her comments
- Isle of Wight – customer wrote “Dear Tracy, I would like to say thank you so much your work over the road safety of (Harvey Road) Newport. And your persistence with the road and high maintenance team. you have gone the extra mile in your job over the safety of others. thank you so much.”