

Compliments May 2018

- Sydney Close, Newport – Customer rang to say thank you for an excellent job, the staff have been courteous and the workmanship exceptional and wanted to say thank for a job well done.
- Atkinson Drive, Newport – Customer wrote “As the works in Atkinson Drive appears to be coming to an end, as a resident I wanted to extend my family's thanks to the crew who, in our experience have always been courteous and mindful. Apart from the first day back of term when the 4 way lights were not yet in place and the predictable gridlock occurred (!) it all seems to be happening at quite a pace.”
- Little Preston Road, Ryde – Customer called to say thank you for the good and prompt service in filling in a pothole today.
- Isle of Wight – Customer wrote “Good morning! Just wanted to say thank you and well done. The roads on the Island are looking good. You repaired Whitefield Woods towards Tesco overnight with no disruption to the public. Bembridge is also looking so much better, all potholes gone from outside what was Lloyds Bank. The village will be smart for the season. Forget all the moans and complaints, you are all stars!”
- High Street, Bembridge – Customer called to say he is very happy with the resurfacing and that it is a pleasure to drive on, thank you.
- Little Preston Road, Ryde – Customer called to say thank you for the prompt service in filling a pothole today.
- Eddington Road, St Helens – Customer called to say thank you for removing the fly tip – he said service like ours is hardly ever seen these days.
- Upper Moorgreen Road, Cowes – Customer wrote “Thank you to your workmen for being so kind and courteous whilst working on our road.”
- Sydney Close, Newport – Customer called to say thank you to the operatives that were working on Sydney Close today. She said her and her neighbour were really pleased and said the operatives have been super helpful with access and information. The footways look great.
- Sydney Close, Newport – Customer called to say IR workers have been very helpful for the time that they have been working in the area.
- Sydney Close, Newport – Customer called to praise the team who have been working at Sydney Close. They said they have done a fantastic job under some really tough conditions. They would like this passed onto their line manager.
- Sydney Close, Newport – Customer wished to thank IR for their excellent service and said it has been very good indeed. Customer also said that IR moved a 20 tonne lorry twice to allow him to go to a doctors appointment.
- Sydney Close, Newport – Customer wanted to thank “the boys” for their help when customer needed to leave to go to his doctor/hospital appointments and shopping. Customer wanted to send his thanks to all.

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- St Helens – Customer told our District Steward that he visits every year and wanted to say what a fantastic job the company is doing resurfacing the roads, a real difference can be seen.
- Isle of Wight – Customer wrote “I completed my 5th annual IOW Randonee last weekend and I am writing to congratulate you on the excellent quality of the road surface across the entire route. I couldn’t help but notice the improvement which helped me enjoy my challenge even more as in the past I have had to endure punctures and buckled wheels as a direct result of the poor surface and potholes. Thank you and well done.
- Hookes Way, Newport - Customer wanted to say that the guys on site doing footway works have been outstanding. They have done a beautiful job despite grief from neighbours and wanted to make sure they get the praise they deserve.
- Station Ave, Sandown – Cllr called to say thank you for completing the job of clearing rubbish in the car park so quickly. He was really impressed.
- Hookes Way, Newport – Customer would like to thank the footway gangs who have been resurfacing here. They have taken a lot of abusive from a lot of the residents and a lot of resistance to move vehicles, - during the whole time they have been polite and courteous. He cannot thank them enough for a wonderful job done
- Bellecroft Drive, Newport – Customer wrote “Hi I would like to thank you for your quick response in putting the new bin in Bellecroft Drive after the recent loss of old one; very much appreciated.”
- Isle of Wight – Customer wrote “I am writing to send my personal thanks to you and the team of Island Roads for your support of Mountbatten’s Walk the Wight on Sunday.”
- Sandown Road, Bembridge – Customer (Construction Manager) wrote “As a resident of Bembridge I am a daily user of the B3395 Sandown Road out of Bembridge past the Airport as I head to the East of the Island for work. This section of road has been recently resurfaced by your contractors and I write to say that I consider they have done an excellent job and caused the minimum of disruption to the public. The general finish of the road is good and they have tied the road surface in well with the existing surfacing. The traffic management was well placed and well maintained.”
- High Street, Bembridge - Customer wrote “I would like to express my sincere thanks for all the hard work Island Roads has put in with regard to the recent works in and around Bembridge. It's nearly complete and the residents are very appreciative, as am I”.
- Blackgang Road, Chale – Customer said “when we resurfaced the road his driveway was lower and water was pooling. We have now been back and resolved this for him and he is extremely happy and wanted to thank us all for our help”
- Whitecross Avenue, Shanklin – Customer called to say thank you to all the men who did the resurfacing of Whitecross Avenue. She said it is lovely and that she drives along it often. Wonderful job!!
- Isle of Wight – Customer from East Sussex was absolutely astounded with the quality of the roads since their visit last year, very impressed.

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- Peacock Hill, Bembridge – Customer rang to say thank you for completing the work on the drains.
- Whitecross Farm Lane, Shanklin – Customer wrote “During this week, one of your construction gangs have undertaken planning off and resurfacing Sandy Lane & Whitecross Lane. We wish to compliment the men who were cheerful, helpful and courteous and who have produced a first class job. The inconvenience caused by the works was minimal. Keep up the good work,”
- Wight College, Newport – Councillor wrote “Please thank the team for all the good work on the CSR projects”
- Rowlands Lane, Havenstreet – Customer was experiencing water ingress onto her drive following our resurfacing. She called to thank us fixing this issue. She said the crew were great.
- Whitecross Path, Lake – Customer called to thank us for the speedy service and excellent job in cutting back the overgrown grass
- Carpenters Road, Brading – Customer wrote “I would just like to say a massive thank you to the guys doing the night resurfacing of carpenters Rd, as I have horses along the road and one on stable rest and one who is a bit of a stress head, they have kept me informed of when they were doing outside of the yard so I was able to sedate one and make sure the other one was ok Once again thank you”
- Cliff Road, Totland – Customer was very complimentary about the footways team working on Cliff Road. They said they had been very accommodating and approachable.
- High Street, Newchurch – Customer said he thinks the roads are super and that he would like to congratulate Island Roads on doing a super job and he doesn't think that we deserve the criticism that we get. He said that he thinks that we are doing a 1st class job across the island in general.
- Cowell Bay, Totland – Customer wrote “Hello, after a very busy day at Colwell Bay yesterday, the public bins were overflowing. When I took a walk by the sea this morning, I was very impressed to see Island Roads emptying them on a Bank Holiday. We wouldn't have seen that back on the mainland where we used to live. Congratulations - and thanks”
- Alverstone Road, Newchurch – Customer wrote “Please thank your crew for yesterday, I located the sett close by to where the lactating female badger was picked up and left some food and a couple of night time cameras facing the sett. There are two young badger cubs at the sett, I left more food for tonight and awaiting RSPCA response. Thank you all very much
- New Road, Gatcombe – Customer wrote “Road recently resurfaced, great job thank you.”
- Ningwood Hill, Shalfleet – Customer called to say thank you for getting the verge cut, we got it done soon after contacting us.
- Isle of Wight – Customer wrote “Just a quick note to congratulate you on the condition of your roads. we spent a wonderful week touring the island and almost without exception the standard of resurfacing that has been carried out is first class. It makes driving a pleasure again, when you are not constantly looking out for potholes and worse. Again, very well

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- Ventnor Road, Whitwell – Customer wrote “Rang in last week to report all the gullies blocked. Would like to thank you for the 'superb service, absolutely wonderful, best ever!' the District Steward came out promptly and then the crew cleared it all yesterday so it's all flowing freely again.”
- Military Road, Brighstone – Customer wrote “Just a few hours after reporting defects to you, passed one of your vans just finishing repairs to road. Very good service by you, thank you”
- Priory Road, Shanklin – Customer called to say that when the road surface was mended recently, they did a nice job on the damage in the centre of the road.

Personal Compliments

- Military Road, Brighstone – Customer wrote “I went down the military road lunchtime to see one of your vans there and road repaired, what a great effort, thank you. The operative was Derek Bean.
- Isle of Wight – Customer wrote – “I'm writing to highly commend one of your employees, Nigel Smith (Street Cleansing Supervisor, Shanklin). Nigel always responds when I contact him, usually in connection with a missing or damaged bin or one that needs emptying. As Coordinator for Green Towns Shanklin, I also pass on messages from our volunteers and he never fails to get in touch and, even more important, to get the job done. He is 100% reliable, unlike many others I'm in contact with and we feel that he deserves at the very least a pat on the back or if you have any reward schemes, please see that he gets something.”
- Winford Road, Newchurch – Customer wrote “Three of the crew I had dealings with were John Wright, Mike Munford & Ryan Jackman who proved very helpful and polite, although all the crew were. It was a job well done with minimum disruption to the residents, many thanks.”
- Isle of Wight – Customer wrote “Hi Seb, More than happy with those answers. Less work for me when informing the crews!! I do appreciate all the work you guys at Island Roads do for us even though I can't show you!! Many thanks, Nige
Operational Planning Officer | Isle of Wight Fire and Rescue Service
- Bonchurch Village Road, Ventnor – Caller wanted to thank Paul Wigman for his prompt response when she rang in on Monday ref a bench.
- Berry Mead, Wroxall – Customer wrote to thank the volunteers, Nicola, Ian & Michael for the assistance in painting the church.
- High Street, Brading – Customer wanted to thank John McCaulley for taking time out to visit her and for his kindness.
- Main Road, Gatcombe – Well done to John McCauley who went out of his way after working hours to assist in locating a young lads missing bike.

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- High Street, Brading – Customer wrote “Please say a HUGH THANK YOU to John (McCauley) for coming round so I could speak to him, I really appreciated those few minutes”
- Isle of Wight – Customer wrote “I would like to thank you (Elizabeth) & the rest of the team at Island Roads for the road closures for the RAF 100 year celebrations. The team that came out to help were wonderful & so helpful. They were so smiley & polite & bent over backwards to help. We could not have done it without yourself & Island Roads.”