

Compliments June 2018

- Main Road, Chillerton – Customers wrote
 - I think we need to thank them. They have been so polite and helpful. One even offered to carry Sam up the road today as the tarmac was still warm, but changed to carry my shopping instead when Sam growled at him!!
 - Just to thank you for the update on the road situation. I like to say I think the whole episode has been graciously handled. Plenty of signs keeping us right (myself in particular who is hopeless on roads) and also the notices which have been polite and considerate. It's all going to look great. Please pass on my personal thanks.
 - I think IR have done incredibly well so far with minimal disruption. The good weather has no doubt played a part too!
 - A message back to the road work people for all of their courtesy - All the people we have come into contact with have been so friendly and helpful. In fact, I was walking back from the brook where I parked the car this afternoon (armed with a basket full of heavy shopping) and one of the chaps offered to help. Initially I said, 'no that's fine I can do it ok' - thinking they must be so busy with the road etc (and being independent!) He then said, 'put your bag down' - picked it up and walked me to our house! It was really, really kind of him - and I really did appreciate it, But I have spoken to many of them and all have been so approachable and friendly. WOW that's brilliant in these days isn't it..... Cannot be an easy job in a confined space.
 - I'd like to add my appreciation to IR, such polite and helpful guys! Could you in return give Island Roads my sincere gratitude for their excellent work, good humour and patience.
- Woodvale Road, Gurnard – Customer wrote “Just wanted to say how pleased we are with are newly resurfaced pavements and new kerbs in our road. Your operatives have done a great job and the whole area looks really good. The men worked really quickly and kept us informed and were polite so we wanted to pass on our thanks and appreciation.”
- Main Road, Chillerton – “I just want to say what a lovely bunch of guys that are doing the road in Chillerton! They have been so accommodating where they can, if there hadn't been so many of them we'd have made tea for them. I hope you pass this on to the foreman in charge, it has really been a pleasure and no problems, except for one fly in their ointment, they all know who that was!! Thanks again.”
- Buckburry Lane, Newport – Customer called to express her thanks and gratitude for a great job carried out by Island Roads – thank you very much.
- Morton Road, Brading – Customer would like to thank the men for sweeping under her wall and removing all the weeds from O/s her house.
- Main Road, Chillerton - Councillor wrote “Great job coming to fruition now in Chillerton by Island Roads. Crew have been helpful and courteous according to residents. Well done Island Roads.”
- Main Road, Chillerton – Customer wrote “I would like to say a big thank you to your team of workers who have recently been involved in the resurfacing on the main road through Chillerton. I have been very impressed by their courteous manner, their willingness to help anybody who needed assistance, the cheerfulness and friendly nature of them all and the patience with any of us who asked questions that they had probably been asked a dozen times already that day. People are so quick to complain and very slow to compliment so I just wanted to let them know how much they were appreciated by myself and countless others. We will actually miss them because they seemed to make the long detour or the miles we walked to get

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to our cars much more pleasant.”

- High Street, Whitwell – Customer wrote “Just writing to express thanks to your workman in Whitwell High Street, who was so helpful today. I enquired this morning about taking an elderly resident for a much-needed medical appointment and your workman went out of his way to reassure the resident that there would be no problem with access when we had to leave. Everything was fine and we made the appointment with no difficulties. So much appreciated!”
- Isle of Wight – Customer wrote “Thank you Island Roads for making a huge effort to make the IOW look it's best for the summer visitors and residents alike. It looks amazing! You have always actioned any issues I have raised promptly and efficiently.”
- Shide Diary Path, Newport – Customer wrote “I would just like to thank you for your prompt action in dealing with my complaint. Your employees are cutting down the encroaching vegetation as we speak. I only reported this two days ago and am very impressed with the speed of the solution.”
- The Mall, Brading – Customer wrote “Just wanted to drop you a line with a big Thank You for your prompt action in emptying the bins - very much appreciated”
- Isle of Wight – Customer wrote “Dear Sir, I visited the Isle of Wight on Thursday 21st June. I always plan to do a long cycle ride on the longest day of the year and this year I decided to visit the Island to do this year's ride. I felt compelled to contact you and your team to compliment the effort in the roads around the island. I completed 66 miles from Yarmouth in an anti-clockwise direction and the roads are the best I have ridden in many years. I feel that no expense has been spared to bring the roads up to a superb standard and I would like to pass on my gratitude to you and your team and contractors that superb quality. I wish the councils on the mainland would take half the effort to improve our very poor surfaces on the road network. I do hope the word gets round and more cyclists come to enjoy your smooth and pothole free roads. Thank you to all involved”
- Lane End Road, Bembridge – Customer called to say thank you for fixing the noisy manhole last night. It is much more peaceful now.
- Leeson Road, Ventnor – Customer called to thank Island Roads for replacing the seat at the bus stop on Leeson Road.
- Isle of Wight – Customer wrote “To everyone concerned with the highways on the Island. I hope this message can be posted for all to see. I am visiting the Island for the second time which the general condition of the roads played a big part in the decision to return. I am a very keen cyclist and a car driver and always notice the condition of the roads as this makes for a good experience or a nightmare whatever the form of travel. On the mainland UK the roads are generally diabolical with uneven rough pot holed surfaces, then a so called surface dressing is commonly used in which spreading gravel over the road is said to prolong the subsurface. This horrible stuff is cheap and nasty and turns the road into a dangerous unsealed surface. One other big contributor to such poor roads on the mainland is the governing of utility company repairs which are done generally to a very poor standard. There is a different approach to the roads here on the island with proper sealed surfaces laid to a very high standard. It is an absolute pleasure to use the roads here. Long may the high standards, proper governing and the high budget continue, soon all the roads on the island will be as good as each other I would say it's 90% there. Well done to all concerned. I would love to hear feedback from my message and that it will be seen by all involved.”

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- Carter Avenue, Shanklin – Customer called to say our operatives are doing a damn good job on Carter Avenue.
- Military Road, Brighstone – Customer wrote “The viaduct looks absolutely fantastic – what a great job, Well done Island Roads
- Isle of Wight – Customer wrote “Greetings custodians of the gateway to a good council. We have just returned from a few days holiday on the island. We were very impressed by the welcome and friendliness we had wherever we went and thoroughly enjoyed ourselves. However, what impressed me more than anything was the almost complete absence of potholes. For sure we encountered a few on some very country lanes but those, over the week, were only as many as we get in a 5 minute drive around Aldershot. How did you manage to export all of your potholes to Hampshire? All the best and thanks for creating an environment where “welcome” is writ large everywhere.
- Carter Avenue, Shanklin – Customer wrote “I’d first like to praise your night gang who resurfaced the lower part of Carter Avenue in Shanklin very quickly and efficiently over Monday and Tuesday nights this week.”
- High Street, Whitwell – Customer wrote “thanks for the update and thankfully I understand that the motorcyclist was not badly injured. Your team have done a good job so far and I know we will be very relieved that it’s been done.”
- Marina Avenue, Ryde – Customer called to say “she was told the job would be done of the 28th and so delighted when she saw the operatives turn up on the 26th. The job they did was wonderful, top work.
- Donnington Drive, Shanklin – Customer wrote “I would like to commend you and your staff in the prompt attention regarding unsightly growth of brambles and weeds at the northern end of the entrance to Donnington Drive, Shanklin. Well done to all concerned in this clearing operation.”
- Oakes Close, East Cowes – Customer wrote “Thanks to the courteous workmen. They are doing a great job.”
- High Street, Whitwell – Customer rang to say that they were extremely pleased with the works done.

Personal Compliments

- Cliff Road, Totland – Customer wrote “Thank you very much Ann – you have been hugely helpful to a worried home owner and holiday lettings lady!”
- Diash Way, Newport – Customer wanted to thank Liz Smith for all her help during her accident.
- Yaverland Road, Sandown – Customer would like to pass on his thanks to Alan White for his assistance in resolving his address issue.

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- Birmingham Road, Cowes – Customer rang to say Andy Stone, Sweeper at Cowes, does an excellent job and is always dressed smartly and does a fine job. He would like his thanks and appreciation recorded.
- High Street, Brading – Customer wrote “Please can I pass on my very real appreciation of the work Nigel Smith and his guys out in to treating the weeds for us. I believe they are intending to come back and finish off all the cracks with high pressure hoses but their efforts so far have made a real difference already. We do owe you a very large "Thanks" and the kids will enjoy using the space this summer”
- Daish Way – A call was received from two Hampshire & Isle of Wight police units saying “Well Done” and “Good Job” for finding and directing Officers to a priority 1 wanted male resulting in the male being arrested.
- Glen Approach, Niton – Customer wrote “I contacted your office this morning about a problem that will not be easy to resolve. However, I would like to say the conversation I had with a lady called Ally was extremely helpful and her approach is a credit to your department. I hope you can pass my comments to her line manager and my thanks to Ally for her help.”
- Halberry Lane, Newport – Customer wrote “Would like to say thank you to Tim who has attended site and cleared the festival debris - Faeces, vomit, Urine and broken bottles. Mr Harrison stated that he took verbal abusive from the local residents even though he was just doing his job. A massive thanks for the prompt and efficient service.”
- Main Road, Chillerton – Customer wrote

The works continue to progress well and everybody is still in good spirits.... apart from a couple of rude people, who have been handled very well by the contractors!! I must say the two Johns (especially ‘Geordie’ John!) have been excellent and so good at helping out where they can, and keeping us up to date. And you won’t get to hear about this, but on Wednesday we have the funeral leaving Hillside of Daphne Cooke, one our most loved residents and making its way to St Olave’s Church. I know her husband was very worried about the road works not being completed in time, they had been married for 63 years and he was so worried but I believe it was ‘Geordie’ John who took the time to talk with Harold and assured him that all would be well. How kind and thoughtful. Right.... we are always so quick to complain, but oh so slow to praise,