

Compliments August 2018

- Isle of Wight – Customer said he is a massive fan of Island Roads and that we have made travelling around the island so much easier.
- Cowleaze Hill, Shanklin – Customer wrote “Thank you for your extremely swift action on removing the fly-tipped rubbish from Cowleaze Hill, Shanklin. No longer shall you be referred to as Island Roads, but instead the ""A-Team"". Well done.”
- Horestone Rise, Nettlestone – Customer wrote “Just wanted to say thank you for actioning the attached e mail. The road looks very much improved now. Really appreciate your prompt service.”
- Gatcombe Village Road, Gatcombe – Customer wrote “Wanted to thank all of the staff who worked at Gatcombe Village Road, could not thank our staff enough said they were absolutely ace - polite courteous and so helpful. She said good work deserves to be recognised and the improvement to the road is massive Thank you”
- Hope Road, Shanklin – Customer wrote “Had occasion to drive down Hope Road, Shanklin this afternoon, and was pleasantly surprised to see the Harris fencing had gone and its permanent replacement in position. Given the tourist dependency on the Island’s economy, it was heartening to see, and I would like to say thank you.”
- Granville Road, Totland – Customer, an on-call nurse, would like to pass on her thanks to the operatives working in Totland. She said they are always very polite and she really appreciates their kindness in letting her have access when required
- Harding Road, Ryde – Customer called to thank us for collecting the dirty nappies so quickly.
- West Street, Ryde – Customer called to thank us for the quick response after she reported a dip that her daughter tripped over two days ago. She has seen it has been repaired and is really impressed.
- Isle of Wight – Customer wrote “I just wanted to email you to thank you and your colleagues at HSS for all the help given to ensure that the Parade went as well as it did yesterday. It started on time and was well attended both by public watching and those taking part. A couple of parking issues which caused a problem were identified between the head of HSS and myself and we have thought of possible solutions for the future. Please pass on my thanks to the HSS team. Thanks is a small word but means a lot and I appreciate all the help given very much. “
- Whitecross Lane, Shanklin – Customer wrote “Credit where it's due - I was impressed not only to see the old seat had been removed by yesterday teatime, but a new one was being installed when I came to work this morning. Well done.”
- Foxes Road, Newport – Customer called to thank us for our prompt service and removal of brambles that were encroaching on the footway by the zebra crossing at Sainsburys.
- Watergate Road, Newport – Customer wrote “I have emailed a couple of times regarding the resurfacing of the lower part of Watergate Road. It is now finished! The surface quality is superb and I look forward to cycling up it with less fear of calamity. Congratulations to all involved - occasionally the Island Roads team must have become quite frustrated at the attitude of some motorists, but always seemed to keep their cool.

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- Melville Street, Sandown – Caller rang to say how very impressed she is with the speed and efficiency of IR services. Cones were placed out very quickly following her report of her trip and noted that the area was treated the following day.

Personal Compliments

- High Street, Wootton Bridge – Customer wanted to pass on his thanks to Ann Faulds for all her help in removing an abandoned vehicle.
- Andrerri Way, Shanklin – Customer rang to thank Tracy Gordon for all her help after reporting a vandalised bench at the bottom of our road.
- St Marys Road, Brading - I would like to thank you (Garry Stretch) and your team, and Island Roads also, for the work put into this for us, I do appreciate it, if you could pass that on to Island Roads for me. Matt Shaw in particular for his quick response in coming out to measure, photo, the area, and pass on to Road Safety all that time ago.
It's been a long journey, but got there in the end, on this narrow part anyway.