

Compliments September 2018

- Colwell Road, Freshwater – Cllr rang in thank the TM crew for their excellent work in installing the traffic management.
- Summers Court, Totland – Customer wrote “Just wanted to say thanks for arranging the spraying of the weeds on the concrete area adjacent to my bungalow in Summers Court. This was a few weeks ago and I'm pleased to report that the weeds are now well and truly dead!!! This afternoon I tidied up the area and pulled up all the dead weeds. For the time being the area looks clean and tidy (I await the next batch of weeds to grow !!!)”
- Whitecross Avenue, Shanklin – Customer called to thank us and compliment us on the level of service received throughout her recent experience with IR. From the initial phone call reporting the issue, the DS visit, who was very helpful and the fact it was completed ahead of scheduled. All staff members were very helpful.
- Brighstone Road, Brighstone – Customer wrote “Hi - I just wanted to comment on the really genuinely friendly and helpful staff members we encountered at the entrance to Mottistone Manor around midday today. One guy in particular who offered to help my elderly (although actually extremely able) Mother by letting us bring our car closer on our way out to save her the walk to the car park. Excellent service with a joke and a smile. Everyone too quick to complain these days and forget the good things.”
- Pallance Road, Gurnard – Customer wrote “Can you please say a huge thanks to the lovely man who was using big truck to sweep Pallance Road today. He saw that we were cutting the hedge down (to make it safer for disability and walking) and he made a point of coming back down to sweep up the mess. Bloody good initiative and very appreciated.
- Totland - I wanted to email you to thank your operatives Scott and John who were a real asset to our event yesterday afternoon. Their skill and expertise were brilliant and this ensured all who were involved were kept safe and allowed to enjoy the occasion. Please can you pass on our gratitude to them and we look forward to working with them again next time.
- Tuttons Hill, Gurnard – Customer wrote “I realise you probably get lots of mail pertaining to complaints, British folk do like a jolly good moan, but I just wanted to say how impressed I am with your workers. They have just resurfaced Tutton Hill in Gurnard and their work has been exemplary. My property gives me a great vantage point and, with not much else to do one afternoon, I stood and watched from my window for a while. Every single worker took great pride in their work, they started on time every day and there was no shouting or swearing, even at lunch time they sat quietly, either on the kerb or inside the cab of a vehicle, despite there being a pub right on the corner. The time it took them and the finished results give testimony to their hard work, the road looks really good and I wanted them to know their work is very much appreciated. We are very fortunate that the infrastructure is so well taken care of in this country by companies such as yourselves. Thank you.
- High Street, Brading – Customer wrote “I have just returned home from a two week and was delighted to see that the overhanging hedge has been severely cut back. Thank you very much for arranging this matter for our residents and your kind cooperation in this matter is greatly appreciated.”
- Beckford Road, Cowes - Customer wrote “: Hello, I am the Chairman and Secretary of the Beckford Centre in Cowes. On 11th of September Island Roads were resurfacing the pavement outside the Centre. It was reported to me that they were very helpful; when told about the

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group meeting on that day they ensured that people arriving had access and that the path was left in a safe condition. I have been asked to convey the thanks and appreciation of those Centre members who attended that day.”

- Beacon Ally, Godshill – Customer wrote “Beacon Alley, Godshill. This road was resurfaced a couple of months ago. What a superb job was carried out here. The road has been widened where possible to make passing on this single track road easier and the dreadful area around the bridge has been completely restored to a perfect road surface. I did mean to write earlier and thank you for the high standard to which Beacon Alley was completed. I’m sorry for the delayed response in this regard.”
- Whitecross Lane, Lake – 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.
- Undercliff Gardens, Ventnor – Customer wrote “Would like to congratulate Island Roads staff who worked on the resurfacing at Undercliff Gardens. A job very well done.”
- Bembridge House Path, Bembridge – Customer wrote “The work has now been completed and just wanted to say what a great job your men have done. They were very pleasant when we had contact with them too.”

Personal Compliments

- High Street, Brading – Customer wrote “Nigel Smith has done an absolutely first class job for which we are all very grateful. He has also cleaned drains and gutters as a bonus!. Thanks so much.”
- Alverstone Road, Newchurch – Customer Called to say a big thank you to Jason who found her keys in the bin and handed them into the post office and to Luke who kept her informed. She is very grateful for all their help.
- High Street, Godshill – Customer wrote “I had the misfortune to have a flat tyre at Godshill car park this morning. My good fortune was that at the time Mark Southcott and Scott were parked nearby. They didn’t hesitate to help, changed the tyre for me with the minimum of fuss, and in a very pleasant manner. I would like their line manager to know how much I appreciate their help.
- Hallets Shute, Freshwater – Caller would like to thank Jeremy Hickey and the soft estates team on a speedy job carried out. Thanking Jeremy in particular for his help during the telephone call and arranging the works to be carried out so promptly
- St Pauls Avenue, Shanklin – Customer wrote “I have recently moved to St Pauls Avenue Shanklin and wish to inform you of the excellent client care Mr Brian Jupe displays to residents. I noticed him sweeping the roads in my area a few weeks ago and saw how thorough he was ensuring the pavements were left in good order. I told him at that time what a great job he was making. I again saw him today and was just so impressed with his commitment to this work that I went across and asked for his name. I know these days compliments are rare as people are too quick to complain and slow to praise but I believe good work should be recognised as it is a great reflection on you as a company.
I hope you are able to pass on our thanks.”