

Compliments February 2019

- Isle of Wight – Customer wrote “Thank you Island Roads for keeping the majority of our roads open and safe to use over the last few nights. I have been on early shift (0420 depart from Ventnor) at Yarmouth Harbour and if I do not arrive the ferries may not operate. Friday morning, I looked out of the window and saw that snow had arrived at 0245 and, knowing the problems Ventnor has in snow conditions, decided to go for it before conditions worsened. Your fleet of gritters had obviously been busy but I decided to drive via Newport rather than the usual Military Road. The road had mostly been cleared and upon reaching St Mary's roundabout fell in behind a snow plough/gritter heading west, such personal service!
The next two mornings also went well even though temperatures were below freezing. Please pass my thanks onto your drivers who were out ensuring that those of us who have to get to work on time are able to.”
- New Road, Wootton Bridge – Customer wrote “I am writing to say thank you for all the work everyone has done over the past 3 months. It has been a testing time for all the residents and I speak for me self only. All the guys over the period have been very professional in their duties and very polite to me and other residents.”
- Isle of Wight – Customer wrote “Just to say thanks to all the teams out over past 24 hours. roads seem to be fairly clear all over. well done.”
- Vereker Drive, East Cowes - Customer reported mud/leaves etc on the f/w yesterday- Customer called today as they have done an amazing job and she is really pleased- She is also said she didn't think it would be done that quickly, really impressed and wanted us to pass on her thanks onto the team
- Isle of Wight - Just a quick email to congratulate all at Island Roads for the magnificent fund raising effort, and the great result! This will undoubtedly positively change lives, and not just to the young recipient but also family and others.
I really admire the effort that Island Roads put into raising funds for worthy causes.
- Orchard Road, Shanklin – Customer wrote “Having posted the application form and cheque, first class, last Thursday, I was pleasantly surprised to see, on Friday, an Island Roads van outside my home and they have already made a start by spraying the two ends of the Protection Bars in readiness for the procedure.”
- Isle of Wight – Customer wrote “A BIG thank you to the Island Roads teams for the prompt action on the following two issues that were raised yesterday - and dealt with by this morning:”
- Isle of Wight – Customer wrote “Thank you very much for your prompt attention to both of my emails that I sent in yesterday, they have both been rectified. Brilliant Service, we are so impressed.”
- School Lane, Newport – Customer wrote “Just to say thank you very much, since my photos of yesterday & this morning, the big pothole has been filled in, much obliged”
- Morton Road, Brading – Customer called to say thanks very much for a wonderful job edging the pavement verges along the road. It now looks very nice and is good for people to walk along.

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- Cycle Track from Sandown to Newport – Customer wrote “Well done to the team who were working on the cycle track improvements at Horryngford. They have done an excellent job in miserable and difficult conditions and finished well ahead of time. Two very minor points, there is one of Crown Parks yellow site traffic lorries turning signs left behind and also the sign on the cycle track says horses prohibited. No doubt this will be updated as I believe that one of the reasons for sinking the stone filled gabions is so that horses can use the track. The team were always polite and courteous, well done for a good job done efficiently.”
- Undercliff Gardens, Ventnor – Customer called to say thank you so much for clearing the dead badger so promptly – really speedy.
- Oak Vale, Ryde – Customer rang to say a big thank you to the guys for doing such a great job.
- Isle of Wight – Customer wrote “Many thanks for attending last night. It is good of you to give up your time. It is brilliant that the meeting you set up after the last Forum was beneficial in so many ways. Island Roads support for Isle Access is fantastic too.”
- Isle of Wight – Customer wrote “thank you for taking the trouble to phone me on Friday and patiently explain the ins and outs of the Council adopting roads. Much appreciated.”
- Car Park St Thomas Street Upper – Customer called to pass on their thanks for arranging for the noisy drain in St Thomas’ car park to be rectify in conjunction with Southern Water.
- Well Street, Ryde – Customer wrote “Thank you so much for all your help, I have been so impressed with how my concerns have been dealt with, and how quickly the fly tipped box outside my house was removed. Many thanks to everyone concerned.”
- Perowne Way, Sandown – Customer called to say thank you to the crew that have been and cut the hedge row that caused the customer to scratch her face. They have done a very good job.
- Cowes Road, Newport – Customer wrote “Thank you for the loan of the Road Safety equipment. Thank you for clear instructions on how to use the equipment. Thank you for making a dangerous job really safe and easy to do, Thank you!”

PERSONAL COMPLIMENTS

- Marshcombe Shute, Brading – Customer wrote “Good afternoon, I would like to bring to your attention an example of great work and assistance by one of your employees. My partner broke down this morning at Yarbridge. She was upset and fortunately Kevin King was present to assist her. He reassured her, assisted in making the vehicle safe and generally portrayed your company in a very positive light. Please pass on my sincere thanks to him.”