

November Compliments 2023

- Pellhurst Road, Ryde – Customer wrote “Thanks for dealing with it so promptly with all the other severe issue's that occurred that night and this week you must be extremely busy. My husband does clear the debris away regularly but this time of year like many drains they become blocked quickly. Once again thanks for all your hard work during this rather wet weather”
- Old Road, East Cowes – Customer wrote “I would like to thank you and the guys that responded to my request to clear the kerb drains in front of 46 Old Road East Cowes PO32 6AP. Thank you again for the prompt response, much appreciated.”
- Cranleigh Path, Northwood – Customer wrote “Superb work. I did notice it was gone.....well done to the team. It was pretty bad. They did a good job.....very clean job. Well done and thanks.”
- Roud Lane, Godshill – Customer wrote “Please thank the two gentleman who came to top up our salt/grit box at Roud Cottage. We are all set for cold weather now, unless the rain lasts for ever!!”
- Madeira Vale, Ventnor – Customer wrote “I would just like to say that the drain at the junction of Madeira Vale and Spring Gardens has not caused any flooding of Madeira Vale in spite of recent storms and rain this year. You can see the water running at speed along the road and hear it going down the drain. This is due to the tarmac which was laid along the side of the road and I would like to thank you for this”
- Clarence Road, East Cowes – Customer called to say how extremely polite and helpful the crew were in helping her to park her car during works.
- Isle of Wight – Customer called to thank the Hub and crews for all their hard work over the past 2 weeks with the flooding.
- Melville Street, Ryde – Customer wrote “Can I say a big thank you for cleaning off the graffiti on the rubbish bin that is at the junction of Melville St and Monkton St in Ryde ? I know it is a small thing to have a graffitied bin but every time I walked past it was upsetting. It looks so much better now. I really think the quality of your environment affects how you feel and how you value yourself.
Also really like the new railings you've installed in Ventnor on a couple of the roads.
Please do keep up the good work on our roads - the decent people appreciate it. “

PERSONAL COMPLIMENTS

- Froglands Lane, Newport – Customer called to compliment Linda for her Kind manner and excellent service. Also, the speed of service in which the reported pot hole was fixed.
- Well Road, East Cowes – Re: Street Cleansing Operative, Alvin, a member of public commented at a recent Council meeting on what a good job he was doing.
- Isle of Wight – Customer left the following message on the back of an incident form they had submitted “she must commend Island Roads for the polite and prompt call handler” This referred to Donna.

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- Isle of Wight – Customer wrote “Good morning- I’d like to express my appreciation to Island roads for your recent actions and responses to my earlier e mail & ‘fix my street’ requests.
Over the past couple of days the ‘gully’ team & the district steward, Paul Wigman’ have looked at, and to the best of their ability, addressed the issue .
Mr Wigman has personally called me and today came back to the site to explain exactly what has been done and what follow up actions have been taken ... namely a Camera exploration of the lower pipe running under the road , Mr Wigman acknowledged that there appears to be some form of obstruction in this pipe which is restricting the water flow .. & that a camera/ CCTV check is the only way to find out the root cause.
Mr Wigman has kindly raised this action / request within Island roads , but explained that he personally does not schedule this work , however he has expressed an urgency/ priority request for this to take place.
Can I again thank you & the team for the help & assistance & in particular thank Mr Wigman for his personal involvement & help “
- Queens Walk, Ryde – Customer wrote “Thank you Ella – this has now been dealt with so a big thank you to you guys for sorting this out so quickly and efficiently – much appreciated!”
- Isle of Wight – Customer wrote “I just wanted to pass on our sincere thanks to Island Roads and in particular Mr Alvin Clarke who I see each day keeping the streets of East Cowes clean and tidy. He works so hard in all weather conditions and I feel he deserves some recognition so at the very least please pass on our thanks. Other businesses in our community have also recognised the great work he is doing as a superb representative for Island Roads.”