

## December Compliments 2023

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- Crematorium Road, Newport – Customer wrote “I regularly throughout the year run, cycle and walk most of the cycle path from Sandown through to Cowes. I would like to express my gratitude for the maintenance the cycle paths receive from your department, and hope you keep up the fantastic work in the future. People are always quick to moan, but I would just like to say many thanks for the great job you are doing.”
- Brighstone Road, Brighstone – Customer wrote “Following my recent request for some roads around Mottistone to be “kept” swept, I’d like to thank for getting that done yesterday. Much appreciated at such a busy time for you. It’s made a real difference.”
- Yaverland Road, Sandown – Customer wrote “I drove down this road this morning and just wanted to say great job sorting these out.”
- Isle of Wight – Customer wrote “: just wanted to give shout out to the two Island Road guys that were sorting out the jam between the 2 buses about 16:30pm”
- Well Road, East Cowes – Customer wrote “ I just wanted to let you know how amazing East Cowes is looking over the last few months and how lovely the visible and present street cleaner is. He says good day when you pass him. Very friendly. East Cowes has never looked so good in all the many years we have lived here. You can literally see every street he's given his attention to. Give that man a bonus and please wish him happy Christmas from our family.”

### PERSONAL COMPLIMENTS

- Furrilongs, Newport – Customer wrote “As a disabled resident of Furrilongs I was very anxious about access and use of my car during these works as I have limited mobility. When the roadworks reached my part of the road my daughter and I spoke to Phil who made accessibility for me as good as it could be within the realms of safety for myself and your employees. He went that extra mile to help me and ease my anxiety and was so kind and helpful. If there is an award for any employee who gives such good public service, I think Phil should definitely be nominated and awarded. Such a difficult job that these men do but always with a smile and a helpful attitude.”
- Corve Hill, Shorwell – Customer wrote “Good evening... I would like to express my appreciation & thanks to the Island Roads team for today’s attendance in support of the issue raised on the Culvert at Corve Hill in Shorwell . With Mr Wigman in attendance & the Island Roads team lead by Mandy, who deserves special acknowledgement for her knowledge, expertise and ‘hands on’ support .. were helpful, professional and effective... their actions provided a very satisfactory outcome to the issue of the blocked Culvert... The root cause of the blockage is now acknowledged as ‘silting’ up caused by the build up of mud / silt from the water run off from fields & there was general agreement that the issue may / probably would be raised again in the future... ( a more frequent/ scheduled ‘jetting’ of the Culvert drainage system would be a tremendous preventative improvement and would alleviate the ‘ reactive’ requests for action ) Thanks again for the timely response and support provided by the team ... much appreciated.”
- High Street, Ventnor – Customer wrote “Thank you for all your help in organising the Ventnor Christmas Carnival this year. On behalf of the committee, we would like to particularly thank John who always goes above and beyond at our Carnival Parades. He is a credit to Island Roads. We wish you all a Merry Christmas and wish you all the best for 2024.

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- Fishbourne Lane, Fishbourne – The DS attended site and whilst there the customer complimented Donna on how she handled his call.
- Clarence Road, East Cowes – Customer wrote “I just wanted to say what an amazing job Alvin the street cleaner has done for us in East Cowes. We own The Lunchbox Cafe and Alvin is always working hard from very, very early in the morning. The streets around Clarence Road are looking fab. Great Work!”