

## Compliments February 2020

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- Clatterford Road, Carisbrooke – Customer wrote “Just a few lines to thank you for the resurfacing of Clatterford Road, my wife who is disabled was shown the utmost consideration and personal assistance by all of your conscientious staff when leaving and returning our house. The delay in finishing the roadworks, we now know was due to the insufficient supply of resurfacing material and what would have helped was if you had explained this on your Web Site. Once again thank you for the support of your employees and the prompt repainting of the disabled bay.”
- Bullen Road, Nettlestone – Customer wrote “Just to say thank you to the crew who cleared the fallen tree in Bullen Road last night. Not an easy job working in the pitch black with overhead cables. Fast, efficient and a job well done”
- Pallance Road, Gurnard – Customer wrote “just to say, thanks to the men doing the road sweeping; Pallance Road looks SO CLEAN!”
- Zig Zag Road, Ventnor – Customer called to say thank you for the work happening at the bottom of her road on Zig Zag road to repair the potholes, and that they are doing a brilliant job.
- Perowne Way, Sandown – Customer wrote “Thank you acting so quickly to my complaint”
- Cycle Track from Shanklin to Wroxall, Shanklin – Customer wrote “Please pass on my thanks to whoever swept the cycle path. It has been commented on by lots of dog walkers and cyclists, a great job, keep it up.
- Caws Avenue, Nettlestone – Customer called to say that he thought Island Roads did an amazing job resurfacing Caws Avenue and that we were very kind helping the elderly people in the area. The Customer said he was very happy with our service.
- Dodnor Park, Newport – Customer said we did a good job sweeping the railway line.
- Newport Road, Godsill – Customer wrote “I haven’t been in touch with Island Roads since I lived in Bagwich Lane. I now live at Whiteley Bank and hope that this message will still go to the right man. Anyway, as I now live on the A3020 there’s not a lot to complain about! As you know from previous contacts with me, I believe that Island Roads get far too many moaners and groaners always pushing the downsides and insufficient public support for the many things that you get right. So, well done for completing the bridge repairs on the A3020 at Godshill well within time, and very much appreciated by those that live round here.”
- Thetis Road, Cowes – Customer called to thank us for our prompt action taken in removing a loose sheet of corrugated iron.
- Cycle Track From Newport to Wootton – Customer wrote “What a fantastic job you guys have done on the Wootton cycle track off Fernhill and in such appalling weather. Thank you.”
- Perowne Way, Sandown – Customer called to compliment the resurfacing crew. They said the guys were great and really helpful. They also said they are really pleased with the result; the road is really smart – thanks to all involved.
- Fernside Way, Wootton Bridge – Customer called to thank you and to say well done for the surfacing of the cycle path between Lakeside and Fernside Way in Wootton - a great

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job.

- Niton Road, Godshill – Customer wrote “Further to my correspondence earlier this week I would like to thank Island Roads for their quick response in implementing phase 1 of the planned works to prevent flooding of my property.”
- Gunville Road, Carisbrooke – Customer rang to compliment the crew carrying out the manhole repairs on Gunville Road.
- Fairlee Road, Newport – Customer wrote “Thank you so much for fixing the drain cover outside my house! And thank you for getting it done so quickly. I know you guys get a lot of stick from Islanders but I think you do a brilliant job and everyone I’ve spoken to on the phone has been super helpful.”
- Horestone Drive, Seaview – Customer wrote “I got home that day at just before 5.00pm, having left to go out at 8.30pm and to my utmost surprise, I noted that both potholes had been fully repaired, confirming an excellent service. Therefore, from immediate contact with your call centre to being processed for action and completion, I would like to say thank you for an excellent service. After all, most people only communicate to moan and therefore, it is always important to compliment a company in giving a professional service.”
- Church Litten, Newport – Customer called to say thank you to the operative who fixed the lights at Church Litten. He said it's much more efficient now.

### **PERSONAL COMPLIMENTS**

- Princelett Road, Newchurch – Customer wrote “just a quick word to say thanks to yourself and the team of people who carried out the work here, they did a great job and it seems to of rectified the problem and many thanks to Stuart for getting it sorted so promptly.”
- Beauchamp Drive, Newport – Customer wrote “Can you please pass on our thanks to Tracy (hope spelt right) for her speed and helpfulness in getting some tarmac laid at 59 Beauchamp Drive, Newport. I hope she is recognised for being chirpy and friendly when it must be a challenge sometimes!”
- Pan Lane, Niton – Customer wrote “Firstly thank you for your prompt response – you have a high reputation in the council for your professional responses – I hope you line managers appreciate this excellent level of performance – we certainly do!” (refers to Sam O’Rourke)
- Military Road, Brighstone – Customer called to say how happy he was how his call was dealt with when they reported mud on the carriageway. (Mark Griffiths was the handler)