

Compliments June 2020

- Burnt House Lane, Arreton – Customer wrote “Whether it was our recent email or whether cutting back of the verge at the top of Burnt House Lane was already scheduled, please pass on our thanks to whoever organised the work - it is much appreciated.”
- Gurnard Bay, Gurnard - Customer wrote “I want to say that on Sunday morning I went down to Gurnard Seafront at 8:10am and the place was spotless. I understand that your colleagues spent well over an hour to get it that way!

I spoke to several locals while I was there, and we all agreed that a great job was done and what a difference it made having an early morning visit as opposed to mid-late afternoon.

I know it's not the fault of Island Roads that evening visitors are leaving a huge volume of mixed waste at this site, and that it's disturbed and distributed by animals overnight. I really appreciate that your colleagues often go above and beyond your planned work schedule to get the place clean and hygienic.

Please pass on all our thanks to your team, not only for a great job yesterday, but in general for all their good work all over the island.”

- Buona Vista Steps, Dudley Lane, Ventnor – Customer wrote “Further to your email below, I am writing to thank all those involved in reinstating the Buona Vista steps leading from Dudley Road car park.”
- Whitecross Lane, Lake – Customer called to thank us for the speed of response to their fly tip report.
- Meadow Way, Sandown – Customer called to inform us that 2 IRs employees were taking the signs down on Yaverland Road last night and were parked outside 1 Meadow Way. Caller asked them if they could help with a dead bird stuck in the tree and the employees cut the branch off and got the bird down. Caller and her next-door neighbour were extremely distressed by the bird. She wanted to thank the men who took the trouble to help her
- Wellington Road, Newport – Customer wrote “Hello all. Just had a message from my ‘informant’ to say the tree has been cleared and they are very impressed with the swift response.”
- Alverstone Road, Newchurch – Customer wrote “Thank you so much for clearing the footpath on Alverstone Road. I had thought a taking a pair of secateurs the next time I went to Raj’s Premier Store because the brambles were catching on my clothes. The problem would be what to do with what was cut away. Now you have both cut the bushes right back and cleared the debris. It looks wonderful. I am really grateful.”
- Royal Exchange, Newport – Customer wrote “I would like to say THANK YOU so much for seeing to my driveway that I recently reported damages too”
- Zig Zag Steps, Ventnor – Customer called to thank us for our service. They called in the morning to report vines and creepers overgrowing the handrail by the afternoon the vegetation had been cut back.
- High Street, Bembridge – Customer called to thank IR for completing the replacement bollard to such a good standard and in a really quick turnaround.

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PERSONAL COMPLIMENTS

- Forest Way, Newchurch – Customer called to thank Dave Wallis for his lengthy response and for the operator (Sean Wilkinson) for calling him back.
- Esplanade, Sandown – Customer called to pass on her thanks to Phil Davies who found her handbag and handed it to the Police. She said she was so grateful that such a honest person works for Island Roads.
- Esplanade, East Cowes – Customer wrote “Tim did a fantastic job yesterday clearing the rubbish and bins! We go down a few times a day and in the morning the place was a mess but by the evening time Tim had done a fabulous job and cleared everything! Job well done”
- Station Road, Wootton – Customer wrote “Last night my cat was killed on Station Road in Wootton. A representative of Island Roads collected her. We contacted the office last night to enquire if any cats had been collected and spoke to Vicky, who was very kind. She was able to confirm that a cat had arrived but did not know a description and asked us to phone back today. This morning we spoke to Donna whose compassion and kindness made accepting Willow’s death easier. John very kindly brought Willow to our car and was so kind and understanding. On behalf of myself and my daughter I would like to commend the people named in this email for making such a heart-breaking situation a little easier to cope with, she is now home with us and buried in the garden.”
- Orchard Road, East Cowes – Customer wrote “You have just completed doing Orchard Road. It is a pleasure to drive on it now. As my wife is disabled, the cooperation we received when we were going out and also the thoughtfulness, as my car is on a private drive, was a credit to them and your company. Your Site Supervisor (Mr Southcott I think, apologies if not right) discussed with me, before the work started, on how he would try and lessen the dip so that the car wouldn’t scrape the road. Try it today and very, very, pleased with result— no marks at all. Please pass on my sincere thanks to him. Once again thanks for an excellent job.”