

Compliments July 2020

- Foxes Path, Sandown – Customer called and said thank you for your prompt response in collecting a fly-tipped shopping trolley. Thank you to the cleansing operatives.
- Beatrice Avenue, East Cowes – Customer called and said “thank you for coming out so quickly and cutting the hedges back. Really appreciated”.
- Mill Street, Newport – Customer called to compliment us on the resurfacing works carried out at Yafford.
- The Diggings, St Helens – Customer called to compliment the resurfacing works being carried out in the Diggings.
- The Diggings, St Helen – Customer wrote “Today we have had the road works carried out in The Diggings. I would like to tell you that I was really really happy with the professional, friendly and excellent job carried out. The team members were brilliant and worked very hard and are a credit to the company. Thank you very much.”
- Southford Lane, Whitwell – Customer wrote “Thank You! - Compliment re verge & hedge cutting along the I have been meaning to write for several days to thank you for cutting the grass verge and hedge along the Godshill Road between the end of Whitwell High Street and Southford Lane.”
- Birmingham Road, Cowes – Customer called to thank us for our prompt response to a reported fly tip on Birmingham Road. They especially wanted to thank the responders.
- Bedworth Place, Ryde - Customer wrote “Dear Island Roads, I recently contacted you re the upswept state and deteriorating yellow lines in Bedworth Place Ryde. I would like to say thank you very much, from myself and my neighbours of Bedworth Place. During the night of 18th and 19th June 2020, your men swept and repainted the yellow lines, this work was of very good standard. Thank you to you and all your team.”
- Sconce Road, Yarmouth – Customer wrote “Please pass on my thanks for the fantastic work to the pavements in Sconce Road, Yarmouth. Not only do they now look so much better and smarter but the chaps who came to do the work were so polite, friendly and helpful making sure we knew when we needed to move our cars.
- Westhill, Yarmouth – Customer wrote “Please say a big thank you to the person who came to cut the grass verges recently in Westhill, Yarmouth. The meadow area is fantastic to look at when it’s flowering, but it quickly becomes a hay fever sufferer’s nightmare once the grass takes over. I can now open the windows again and enjoy sitting in the garden without a sneezing fit! Thank you so much!”
- Pyle Street, Newport – Customer called to compliment the Street Cleaner in Newport on Sunday. She says she woke up in the morning and the road was in a terrible sate with litter all over the road and pavements. She says our operative turned up and did a fantastic job in clearing it up.
- Broadway, Sandown – Customer wrote “just a brief note to thank your colleagues for what they are doing in Sandown - have spoken to the road sweeper and this morning to the collection driver, and they have been really helpful during a difficult time. We both know

Compliments July 2020

how easy it is to criticise, but just wanted to highlight your team going extra mile. Thanks again and sure we'll catch up when things get back to 'normal'

- Gregory Avenue, Nettlestone – Customer called about 10 days ago to report overgrown brambles and called again to thank you for getting it done and to thank Jane for her help.
- Whippingham Road, East Cowes – Customer called to thank us for our prompt response to his recent enquiry regarding overgrown grass and hedges on Whippingham Road. They would also like to thank the young lady who dealt with his call.
- Gully Road Bridge, Nettlestone – Customer wrote “Just to say the workman did an excellent job in a short time (4 days rather than 3 weeks). Well done to them”
- Solent View Road, Gurnard – Customer wrote “As a resident of Solent View Road I wish to commend the excellent work that your staff have done on the bridge.

I am also ashamed that some of the local residents gave such verbal abuse along with extremely bad language and aggravation to the workers, who have completed the work well ahead of the estimated time frame, and were very polite in answering our questions”

- Footpath at Billingham – Customer wrote “Just wanting to say a big thank you for getting rid of fly-tipped items left in corner of field by footpath at Billingham”
- School Green Road, Freshwater – Customer wrote “Just wanted to say a big thank you for very, very promptly repairing the noisy ironwork manhole cover outside my property in School Green Road - I only raised the issue last week and very impressed with your quick action. I also thanked the guys working on it - a good job and totally silent now. Cheers”
- The Crundles, Freshwater – Customer wrote “I'd like to express my thanks to Island Roads footway team who recently resurfaced the footways in The Crundles, Freshwater. A superb standard of work, the close looks so much better now. Further, the guys were all extremely polite and courteous. Thank you. “

PERSONAL COMPLIMENTS

- Binstead Road, Ryde – Customer wrote “I would like to put on record how kind and caring your telephone operator, Tracy, was yesterday. She went out of her way to help with my problem and put my mind at rest.
I now have several people coming to give me a quote for the offending vegetation, including Paul from Groundsells. Hopefully the work will be completed in the near future.
- Arthurs Hill, Shanklin – Customer called to thank us for our speedy service. She reported a pothole in carriageway at 09:55 on 21/07 and it was done at lunchtime. She also wanted to thank Tracy for her help. Relates to enquiry 16177304