

## Compliments September 2020

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- Havenstreet Main Road, Havenstreet – Customer wrote “This is really good news. The area needs to be kept in character and aesthetics, such as lighting are an intrinsic part of this. Once again, great work by Island Roads and good partnership working with other organisations. A great result and congratulations to all at Island Roads and IW Steam Railway.”
- East Street, Ventnor – Customer called to thank the operatives on site for their help and to thank IR for their hard work, as she felt it was a massive undertaking to resurface East Street.
- Tennyson Road, Cowes – Customer called to say how lovely Tennyson Road looks after we tidied it up. She is pleased that she can enjoy her daily walks again – she is so happy.
- Car Park Winchester House, Shanklin – Customer called to thank us for getting the car park done. They said it looks brilliant.
- Burnt House Lane, Arreton – Customer wrote “Many thanks for re-placing & especially the re-siting of the 'No Through Road' sign at the junction of Burnt House Lane [Newport] & the lane that passes our properties up to Great East Standen Manor.”
- Gatehouse Road, Havenstreet – Customer wrote “A big thank you and well done for rescuing the ducklings”
- Gatehouse Road, Havenstreet – Customer wrote “: Lovely, and very well done. A good news story. Perhaps we should be running more of these. Cheer us all up. Well done all of you.”
- Norton Green, Freshwater – Customer wrote “I am a resident of Norton Green where this week the subcontractors you chose to resurface our road Eurovia have been working. I would like to point out a few things about this team and I want it noted and passed on to the relevant people.  
These men have worked very long hours on fairly hot days. They work well together as a team and look after each other. There has been no swearing or any mucking about. They have communicated with all the residents when met, kept us informed to timescales and what was happening. I have 3 young children and they have all watched out for them even more than us adults regarding health and safety. They ask the kids how was school, had a good day, etc. The standard of work that has been done in my opinion is very good with it all neat and tidy to all the little extra bits that they didn't have to. They all have pride in their work. We still have to live here and they have made it hassle free and a pleasure to live alongside this team whilst they work.  
Whoever the overall boss of this team, you are very lucky “
- Vectis Radio – Customer wrote “Your team were fabulous again today, a credit to Island Roads they were really helpful”
- Car Park Station Avenue – Customer wrote “I just wanted to send my thanks to the ‘team’ who cleared up Station Avenue Car Park in Sandown. It made a huge difference. If you could pass my thanks to them I be grateful.”
- Isle of Wight – Customer wrote “Ducklings go quackers for new home What a wonderful and heartwarming story to have on a Friday!! Well done all at IRoads. May the babies stay safe.”

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- Orchard Path, Nettlestone – Customer called to thank us for clearing the side of the ally way, he commented that he didn't think anything would come from his report and was very surprised when the ally was cleared.
- Noke Common, Newport – Customer wrote "Thank you for getting it cleared, great work Island Roads team."
- Adelaide Grove, East Cowes – Customer wrote "Thank you Mark bus shelters look good, many people very happy"
- Spencer Road, Ryde – Customer wrote "My wife and I would like to compliment you and your men outside our property in Spencer Road, Ryde for the great way they have cleaned and repaired the gutters at the edge of the road. We have spoken to them and told them so and we've appreciated that they've taken the time to explain what they were doing. It will not only improve the look but will hopefully stop water pooling along the edge of the pavements. A job well done!"
- Week Lane, Ventnor – Customer wrote "A thank you from a Whitwell resident for the resurfacing recently completed. Drove along there today and such an improvement from the rough, potholed strewn stretch. Well done guys/gals!"
- Madeira Road, Ventnor – Customer wrote "Just a quick note. Madeira Road re-surfacing work was completed yesterday. They produced a high standard of workmanship. The men organising the work were extremely helpful, courteous, and let us have access nearly all the time. A well done to them, and a thank you; to you."

### PERSONAL COMPLIMENTS

- The Terrace, Chale – Customer wrote "Please pass on my thanks to Luke Corbet for the info."
- Simeon Street, Ryde – Customer rang to thank Donna Butler for her help and patience when dealing with his enquiry. He said she was a credit to Island Roads and wished her luck in her career.