

Compliments October 2020

- Western Road, Shanklin – Customer called to compliment the OOH responders for attending so promptly and clearing the oil up.
- Madeira Road, Ventnor – Customer called to say how thoughtful and considerate the team was. He commented that he knew it would be a difficult job but has to say the team did a fantastic job, neat and tidy – thank you.
- Lynch Lane, Brighthstone – Customer called to say how grateful they were on how quick the slow sign was implemented.
- Nelson Drive, Cowes – Customer called to say thank you to the team who came and swept the street so promptly.
- Belgrave Road, Ventnor – Customer phoned to say thank you for sorting the lights on Belgrave road, it was the best night's sleep he's had.
- Kendal Road, Totland Bay – Customer called to say thank you for the speed the tree was dealt with and to say how brilliant the guys were.
- Marlborough Close, Ryde – Customer called to thank us for our prompt response to an enquiry raised yesterday (19/10/2020). He raised the enquiry for the road to be swept after an excessive fall of pine needles and the work has been completed this morning. The IRs employee did a lovely job.
- Fairlee Road, East Cowes – Customer called to thank our sweeper driver for helping them following an RTC and for calling the police.
- The Terrace, Chale – Customer called to thank us for completing the resurfacing.
- Beach Road, Bembridge – Customer wrote "I just wanted to let you know how charming and courteous the Island Roads team were last Friday with the Road Closure. They let us slip through the edge, worked so hard to get it done in the day and I know they get grumpy comments from the public, but they really were a great team."
- Island Wide – Customer wrote "Can I please congratulate the Isle of Wight for having the best roads I have ever cycled on?
I brought my family over to the Island recently for a UK break and stayed at the fantastic Whitecliff Bay. While I was there, it had always been an ambition to ride around the Island and got my chance halfway into the week where I caught a break in the unusually poor weather. What I was expecting was breath taking views and challenging inclines which I got in abundance, but what I wasn't expecting was the high quality of the roads.
The repairs of potholes and drains made it an absolute joy to not have to swerve around badly pocked roads, drains and manholes which I was pretty used to.
When I got back home to Winchester it really was back to being constantly shaken around in comparison so well done to you all and I will definitely be back again soon!
- Every year I cycle round the Isle of Wight with friends and this year I was pleasantly surprised by the state of the roads. Roads which on previous years were hard going appear to have been re-laid, not just surface dressed.
We were well impressed.

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- Howgate Road, Bembridge – Customer wrote “I’d just like to say thank you. I sent an email to yourselves and IOW Council to ask how I go about getting a verge trimmed back as it was totally obscuring the view of the road as we pulled out of our driveway and a day later it had been dealt with! I’m presuming this was Island Roads that carried this out. Many, many thanks for super-efficient service!”
- Car park Brannon Way, Wootton Bridge – compliments to the Powered App team for addressing the issue of the light in Brannon Way Car Park.

PERSONAL COMPLIMENTS

- Simeon Street, Ryde – Customer wrote “thank Steve Ashman for his response. Also thanking Donna and Sarah for the polite and efficient way they carried out their tasks and are a credit to Island Roads
- Kings Bay Road, Ventnor – Customer wrote “A big thank you for your very prompt action. You didn't " Waste " any time”
- West Hill Road, Ryde – Customer called to thank Claire for how kind she was on the phone and for leaving a voicemail with the information requested.
- Marlborough Road, Newport – Customer called to log a compliment for Jane Tiley. They said she was lovely and very helpful.
- Isle of Wight – Customer wrote “I dropped my keys down the drain this weekend in Ryde and I just wanted to email and say a massive thank you to Paul Gibb Narey who kindly came and retrieved them for me out of hours and dropped them back to me at my house!”
- Nodes Road, Northwood – Customer called to say thank you to Karysha for her efficiency in making the area safe with boards and tape.