

Compliments November 2020

- Ladies Walk, Ryde- Customer wrote “Just wanted to thank you for clearing Ladies Walk, it was so much better walking down through. Keep up the good work.
- Cupressus Avenue, Newchurch – Customer wrote “I drove into Newport today & the railings looked 100% better. Such a difference it has made to the area. I also noticed that the grass verge in Cupressus Avenue has been cut, which looks lovely. Please pass on my thanks to those concerned.
- Popham Road, Shanklin – Customer wrote “A little overdue on my part but a big "Well Done" on the improvement made some days ago to the pavement lighting on Popham Road by trimming trees. The lighting is not perfect but it's a vast improvement and perhaps, when life returns to normal and the island is in a less austere position, it might be possible that you look at improving things even further but, truly, you've made a great improvement. Thank you.”
- High Street, Wootton Bridge – Customer rang to thank Island Roads staff for helping her to change her tyre
- Corve Hill, Shorwell – Customer wrote “can I thank you and the team for such a speedy and prompt response to this request for your assistance, really appreciated”
- Burnt House Lane, Arreton – Customer wrote “Thank you for resurfacing the part of the Lane passing our cottages [Rose Cottage & Roslyn] last Thursday & Friday. Your team have done a very job. Please pass on our thanks to all concerned.”
- St Faiths Road, Cowes – Customer wrote “Please thank all concerned for the removal of the tree/bush/brambles including the stumps from alongside the path adjacent to St Faiths Church. The site has been cleared, top soil spread & the area seeded. The boys did a great, neat job. We are grateful, it has smartened up the path and view of the church from the main road.”
- Thorncross Lane, Brighstone - Customer wrote “: Just wanted to let you know that you had two chaps , looking to be cleaning the road surface out at Thorncross Lane out the back of Thorncross/Yafford at about 9.25 this morning. The truck was completely blocking the lane as we approached riding at speed on our bikes. A friendly comment from one and an immediate response from the other to lower the truck bed and reverse up so we could pass without having to dismount was very appreciated. Please make them aware that we appreciated their actions and good nature.”
- Isle of Wight - Thank you for sending through the latest copy of the IW Foundation Report. I must say it is an impressive report both in presentation and content. I congratulate you on the positive impact your organisation has had on so many different social groups and I thank you once again for the support you have given to Brading Community Partnership.
- Central Way, Sandown – Customer called on behalf of herself and her neighbours to thank us for following the process and getting 2 abandoned vehicles removed.
- Victoria Avenue, Shanklin – Customer called about his request to have the leaves cleared and just wanted to say thank you for a job well done.

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- Barn Road, East Cowes – Customer wrote “Not sure if it was an Island Roads sweeper who came down New Barn Road, East Cowes, but would like to say a big thank you to him as there are an awful lot of leaves down this end of the road and he took considerable trouble to get as many as he could. (Hope not sexist here as thought it was a chap). Please pass on my thanks to him. It’s always nice to get a thank you rather than a moan!
- Shore Road, Ventnor – Customer called to ask us to pass on their thanks to the crew who cleaned the pavement following their call to report leaf fall.
- Luccombe Road, Shanklin – Customer wrote “Although there is still work to be carried out on Luccombe Rd I would like to thank and compliment the team who re-laid the sub-structure. Although the road had to be shut completely they were always helpful, polite and cheerful and apart from the odd resident (male), who was rude, everybody else appreciated their efforts – in fact I know of 3 ladies who provided them with refreshments (we have some very good cooks up here). So just to say again – thanks.”
- Westwood Road, Ryde – Customer called to thank us for the speedy response to his request to have a gully cleared. He said an excellent job was done.
- St Mary’s Scheme, Newport – Customer wrote “ST Marys junction - I have started to use the new layout which I must say is excellent. Let’s hope it works equally well when traffic increases at the end of current Covid 19 restrictions.”
- St Mary’s Scheme, Newport – Customer wrote “Thanks to everyone concerned for all the hard work involved in planning and construction on the new layout at St Mary’s/ B/Q.”
- Princess Esplanade, Cowes – Customer wrote “Fly tipping, Princes Esplanade. Cowes - Dear all, thank you very much for such a rapid response, Job well done.
- The Mall, Lake – Customer wrote “I just wanted to complement you and your staff for all the work carried out on The Mall in Lake. I was very shocked at the expedited improvements considering it must have involved contacting several residents. It has made the road a much safer place to walk. Thank you to your staff for a job well done, keep up the fantastic work you do to keep our Island roads safe. “

PERSONAL COMPLIMENTS

- High Street, Shanklin – Customer wrote “I would like to say a big thank you for the work carried out today. I contacted Nigel Smith on the 1st to report some damage to a concrete post at the memorial. Someone had knocked it over; I really don't know how. Today the 3rd, your team have been to repair it. The speed in which you responded is wonderful, especially in the present climate. The memorial looks smart again for any wreath laying over the weekend. Nigel is such a helpful contact for any queries or concerns and always does his best to help.
- Heathfield Close, Newport – Customer rang to thank Stephanie for being so helpful in arranging for the road to be swept of leaf fall.
- Howard Close/Cross Lane, Newport - I was called out to an ongoing issue I was unaware of in Cross lane and Howard close. On arrival, Crossland was flooded up to the kerb and water was running fast from cross lane but mostly from the raised drain cover just inside

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Howard close. cars were a foot deep in water and all the gardens were flooded and water was up to the top of the front step on several properties, also the rear of 1a Howard close was flooded badly in the garden. Can I in first instance thank Island Roads and in particular Dave Wallis who while not being able to do anything at this stage were very helpful and also considering it was a Sunday morning not only spent a great deal of time bringing me up to date, they also provided emergency supplies of sandbags which were delivered within an hour of him saying they could be provided....so a massive thank you for this !

- St Lawrence Shute, Ventnor – Charlies Taxi called to compliment John and Geoff Manning for all their help in getting them through the works to ensure their fare got to their doctors' appointment on time.
- Freshwater Bay – Customer wrote “Dear Cheryl Rodger - I apologise for not contacting you sooner to thank you for getting my Father's brass plate fixed to the seat at Freshwater Bay. It is ideal thank you and please pass my thanks on to the others involved. I have already received positive comments from friends who live in Freshwater and walk down that path to the Bay. Thank you again for all your work in this matter.