

## January Compliments 2021

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- Sandown Road, Arreton – Customer reported mud on the road and emailed to thank us for our prompt response.
- Tuttons Hill, Gurnard – Customer wrote “Just to say what excellent staff you have working on the pavement area on Tuttons Hill. This morning one of the chaps doing the work carefully guided us safely past the works as lorries were on site. This was very much appreciated by us. Many thanks to the chap.”
- Isle of Wight – Customer said that they travel to and from the mainland and they have seen a massive improvement in the cleanliness of the streets under Island Roads.
- Isle of Wight – Customer wrote “two days after contacting them Island Roads come to fix the powered 30mph sign outside our house, well done guys and thank you”
- Bullen Road, Nettlestone – Customer wrote “I had noticed how much litter there was on Bullen Road recently - very sad that people seem to have no thought about the lovely island we live on. So, I was very pleased to see a man from Island Roads picking litter on Bullen Road, this morning. Thank you so much. Please pass my thanks to him for a great job well done.”
- Daish Way – Customer wrote “I cannot praise Island Roads enough! From my telephone conversation this morning, to a very helpful lady, to the chap that came to sort the problem. Not only did he sweep up the glass, (a glass bottle smashed by some 'lovely' teens), & very thoroughly too I might add, but then went on to picking up rubbish from the cross roads (so not one road but 4!) From the telephone conversation to the chap arriving was approx 30mins. How's that for service! I'm sure the dog walkers and mums taking their children to school (just down the road) were very grateful all the glass had gone. Many thanks and A Happy New Year to you all.
- Dodnor Lane, Newport – Customer wrote “We have run Platform One College of Music for 20 years on Dodnor Lane, Newport. Over the 20 years I have spent a great deal of time stuck in traffic leading up to B&Q or down through the industrial estate. I used to go home an hour later just to let the traffic questions on Dodnor Lane to pass. Since the completion of the new road works there has been no issues at all - what an incredible improvement. Thank you to you all . . . . amazing ! “
- Priory Road, Shanklin – Customer wrote “Recently, you were working in Priory Road off Luccombe Road and I couldn't access my house with a car, I am not old or infirmed, however, a couple of your workmen asked if they could help me carry my numerous bags of shopping all the way up the road to my house, I couldn't believe it - I declined their offer - but wished I'd taken their names. How kind was that!”
- Isle of Wight – Customer wrote “I wanted to say thank you for speedy action and a job well done. I reported a fly tipping incident yesterday afternoon and you actioned it and fixed it this morning. Considering the current pandemic situation, I was pleasantly surprised to see the gentleman from your company clearing it so quickly and so thoroughly. My thanks to him and you for helping keep the island 'Green'.”
- Esplanade, Ryde – Customer wrote “Just a brief note to say, we spoke to your colleagues clearing sand at Eastern Gardens, Sandown, and just to let you know local community appreciate their efforts with a thankless task. It really is a thankless task, but it is noticed.

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- Gatehouse Road, Ryde – Customer wrote “Just to say we have just had some sandbags dropped off, which is great. Many thanks for this and a special mention for the guys who dropped off who were really pleasant and helpful. Thanks again.”

### **PERSONAL COMPLIMENTS**

- Daish Way, Newport – Customer wrote “I just wanted to drop you a really quick email to pass on how great Abby is to deal with on the dropped kerb side of things. I know she’s not been with you guys very long but she’s professional and cheerful – I don’t know how she manages it! I’m sure you get plenty of emails moaning about stuff so I thought I’d end the week with a positive one!
- Perowne Way, Sandown - Customer rang to thank Geoffrey Pidgeon for sorting out the flooding problem on footpath SS37 behind Perowne Way.