

Compliments February 2021

- Rew Lane, Wroxall – Customer wrote “Many thanks for your email. I went along Rew Lane this morning and the sweeper has done an excellent job very promptly which is much appreciated. Clearly it would be in the interests of both road users and Island Roads if those responsible for leaving hazardous debris on the carriageway could be persuaded to clear up after themselves in a timely manner and I look forward to hearing from the Isle of Wight Council regarding the legal situation regarding this. Thanks again for dealing with this matter so quickly and effectively.”
- Tennyson Road, Cowes – relates to disabled bay – customer wrote “Your team is working right now in the pouring rain. I really didn't expect them to work in these conditions. Thank you all very much. Much appreciated. It will make a huge difference in our lives.”
- Pump Lane, Bembridge – Customer rang to thank Island Roads for the work they had carried out on the drainage – it is a great improvement.
- Island Wide – Customer wrote “As an early morning driver could you please pass on my appreciation to your gritting lorry drivers who over the recent very cold weather have kept the main roads on the Island open and safe. A great job done.”
- Marlborough Road, Ryde – Customer called to give us a big pat on the back for finally putting the last piece of the jig saw together regarding the flooding o/s his property we were there last night joining the 2 pipes to a gully and all appears to be working fine
- Woodland View, Ryde – Customer wrote - “I just wanted to say a big “thank you” for the brilliant service. Your guys have already been and have attended to the problem - which is a massive relief as it was such a disturbance last night. I'd be very grateful if you could also pass on my sincere thanks please to the Powered Apps Manager and his team. Many thanks again”
- Minerva Road, East Cowes – Customer wrote “I'd like to thank you both for your assistance in getting this job completed - the line painting team were around last night at 7.15 pm & had the job done in no time, so can you also please pass on my thanks to the team for me.”
- Minerva Road, East Cowes – Customer was very happy with the APB and the service provided by RIR. They were delighted with the staff member on site and were very pleased it's sorted in general.
- Old Vicarage Lane, Calbourne – Customer wrote “Thank you for the speedy response in replacing a damaged bollard.”
- Silcombe Lane, Freshwater – Customer wrote “: I wanted to follow up my previous enquiry to compliment your staff. I have found the team who have been working on the footways at Silcombe Lane this week to be very polite, considerate, accommodating and helpful, for the duration of the works. As a result of their cheerful consideration, this time (which I had envisaged to be of inconvenience), has been a far more positive experience and of no inconvenience to myself at all. Their efforts have been much appreciated as well as the lovely new footways on our road. With thanks and best wishes”
- West Hill, Ryde – Customer wrote “As I was on my exercise 'walk' (more of a limping shuffle, really) today, I saw that the bags had been removed. Thank you and Well done!”

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- Foxes Close, Sandown – Customer wrote “I am just writing to thank you so much for your prompt attention to removing the shopping trolley and reinstating the notice-board at the Broadway end of the footpath to Foxes Bridge. It is very much appreciated, so thank you again!”
- Isle of Wight – Customer wrote “This morning I was cycling along the Newport Road into Cowes and having just been dangerously close-passed by a van driver was delighted to see one of your drivers execute an exemplary overtaking manoeuvre, waiting patiently until there was a gap in traffic, passing wide and at an appropriate speed. I've just reported the other van driver and thought I should also write to highlight the much better driving standards I observed from your staff member. Of course such driving should be the norm and not notable, unfortunately we are a long way from that position so I wanted to ensure alongside reporting the other piece of bad driving I also reported this good driving. This was at around 08.30 this morning.
- Three Gates Road, Cowes – Customer wrote “I would just like to say a huge thank you to the two men that were working at Three Gates Road today, they were my Knights in shining armour when my car broke down right on the junction, they pushed my car back for me into the lay-by, so the traffic could move again, nothing was too much trouble for them, and even had a quick look under the bonnet just in case it was something that could be fixed there and then but unfortunately not.”

PERSONAL COMPLIMENTS

- Summers Lane, Totland – Customer wrote “- I'd like to say a huge, grateful thanks to the guys at Island Roads for repairing the gullies and building the new drains on Summers Lane, Totland. Kevin and Tom especially have worked tirelessly over the last couple of weeks, and have been friendly, helpful and professional. Many thanks again.”