

Compliments June 2021

- Isle of Wight – Customer wrote “Thank you for the further information that you emailed me this morning, explaining that everything is in hand, and I am glad everything will be sorted out very shortly. Thanks again for taking the time to email me.”
- The Avenue, Totland – Customer wanted to express their gratitude for the good job done on the weeding and tidying up of their street.
- Rectory Lane, Gatcombe – Customer called to thank us for our speedy response to their report of a fly tip.
- Culver Parade, Sandown – Customer wrote “I just wanted to say a big thank you to you and the maintenance team for working around the thrift on the seafront here, it makes a huge difference to many people and will genuinely help the Lost Duver project to spread.”
- The Moorings, Cowes – Customer wrote “Just to say thank you to you and all those involved in getting the dog bin moved.”
- York Avenue, East Cowes – Customer wrote “Having just been up and down York Avenue, to the Sea Front, I must say that is the best that road has been as long as I can remember (age 75). Well Done to everyone.”
- York Avenue, East Cowes – Customer wrote “Thank you for your support through the road works. I think the new road is great!”
- Embankment Road, Bembridge – Customer wrote “Many thanks for clearing the debris up. Good job.”
- Madeira Road, Ventnor – Customer wrote “I just wanted to say how impressed I was with your workers this week. I drove up Madeira Road Ventnor and saw a team of your workers weeding and tidying the road by hand, no weedkiller. They were working really efficiently, and the area looks so neat and tidy.”
- Arthur Street, Ryde – Customer said that those who did the resurfacing did a fantastic job and were wonderful. They said praise to the team.
- Yarborough Road, Wroxall – Customer wrote “I would like to let you know what a great bunch of guys you have working for you. Recent works on Yarborough road, your guys were very polite and helpful even helping with carrying shopping. I would like you to thank them all for their hard and a great job well done.”
- Yarborough Road, Wroxall – Customer wrote Description: I would like to say thank you to the Team of Workers that have just repaired our road. They were so polite, cheerful, kind and helpful. It can't be easy working in the recent temperatures we had whilst they were repairing our road. However, even when I'm sure their patience must have been tested by some residents, including myself, wanting to get in and out of the road they remained very helpful and professional. They are a credit to your company.
- Yarborough Road, Wroxall – Customer wrote “I must congratulate the combined work force of Island Roads & Eurovia for their first class efforts when resurfacing Yarborough Road, Wroxall. The positioning of the various pieces of heavy equipment required was a masterpiece of scheduling, while at the same time being fully aware of the needs of

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residents and visitors alike to have reasonable access to homes and necessary travel routes. I observed numerous instances where operatives went out of their way to accommodate motorists, pedestrians, cyclists, and equestrians. We did query the frequent change to the road closure start/finish dates, but I'm sure there was sound reason."

- Parkhurst Road, Newport – Customer wrote "Well done on the new layout before St Mary's. It looks absolutely beautiful with the sea of white daisies, interspersed with a few red poppies. Love it!"

PERSONAL COMPLIMENTS

- Yarborough Road, Wroxall – Customer wrote "Just wanted to say well done to Tracy on the phone and John on location for their assistance in sorting out my problem getting my sick cat to the vets following a further day's closure of Yarborough Road for resurfacing. They both went over and above in their assistance and also Tracy for the follow-up phone call. It was much appreciated."
- School Lane, Newport – Customer wrote "I am writing to say a huge thank you to you (Spencer Jarman) and your colleagues who came to school and painted road markings onto our tarmac roads out on the field and literacy markings on the playground, this will help support our outdoor learning experience for the children at Medina House School."
- Stenbury View, Wroxall – Customer wrote "I was just thinking that I must email yourselves today to say Thank You to the team for yesterday. Please pass on my thanks to Joe, and his team for their patience and consideration. All went smoothly, professional team, well run."
- Isle of Wight – Customer wrote "I would like to take a minute of your time and recognise Lucie on Island Roads call handling. This morning she dealt with my emotional call, in a very professional manner. Giving accurate advice and reassuring me that she would ensure that my complaint was handled in a prompt manner, something that I have had in the past reason to doubt. She was able to calm me down, whilst still make sure that your procedures were followed. After 45 years in the hospitality industry, I know the value of a team member that can support a caller whilst working within the protocols of the business and that often goes unnoticed by complainant and the business. So I thought it worth just taking time out to praise a job well done. "