

Compliments August 2021

- Albert Street, Ryde – Customer wrote “Just job well done and thanks. Weeds etc cleared from kerbs and boundaries”
- Esplanade, Shanklin – Customer wrote “Just a quick email to thank you for putting up the new decorative lights in Shanklin, I’ve not actually seen them on yet but I’m sure they are all fine. Also many thanks to the two guys that replaced the bollard outside the cafe today as they waited until I closed at 2pm before they started work.”
- Mill Hill Road, Cowes – Customer wrote “Excellent service from Island roads regarding tree damage in Mill Hill Road, Cowes. Reported this morning and actioned shortly after. Hopefully when a new tree is planted, it will not be vandalised in this way”
- Customer wrote “The noisy manhole cover has now been replaced, what a difference. Thank you very much.”
- Chale Street, Chale – Customer wrote “Thank you so much for quickly fixing the noisy grid on Chale street near Newman Lane. It’s so nice to get a good night’s sleep again. It’s really made a difference”.
- Castle Close, Ventnor – Customer wrote “Thank for clearing the path at the park end of Castle Road, so much safer to use now, and it will look so much smarter for Ventnor Day”
- Well Street, Ryde – Customer wrote “Just a quick message to say thank you so much for coming to clear out the drains so promptly! It might just be a coincidence that they came round today but even so, thank you for clearing them- hopefully that will make a difference.”
- Canoe Lake Road, Ryde – Customer wrote “I recently saw some teams of people who were clearing out the edges where walls meet the pavement - and repairing Kerb-stones near Ryde Boating Lake. Thank you for doing that. It certainly improves the environment of the Town”
- Ferniclose Road, Seaview – Customer wrote “I am not sure what prompted Island Roads to fill in various potholes in the bottom of Ferniclose Road (as it approaches the sea in Seagrove Bay), unless it was my casual mention to one of your officers some 7 - 10 days ago but thank you very much”.

PERSONAL COMPLIMENTS

- Re my email below about which way to go from Ventnor to Cowes and Ventnor to the Fishbourne Ferry as a result of the Newport diversion, I want to say a big thank you to you all for making it so easy. In fact I got through Newport much quicker than previous years! I want to say a particular thank you to Lucy and Emma – I think these were their names - who talked me through the roads I needed to take, and also to Glenn who I saw last Monday in Ventnor who was accessing the road eruption as a result of the heavy rain. He too was very reassuring, and it made me feel a lot more confident knowing all would be well. Also your website was very informative along with the map of the diversion. Look forward to driving through the improvement scheme, when we come over next year for Cowes week!

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Would be grateful if you could pass my thanks onto all those who helped me.

- Lanbridge, Newchurch – Customer called to report that yesterday John Barry witnessed her parked car being driven into whilst she was in a café. The driver then drove off. John waited for her to come out of the cafe and provided her with the registration number of the car which she was then able to give to her insurance company. She is very grateful as without this she would not have been able to make a claim.
- Castle Street, Ryde – Customer rang to thank Lucie, Faith and Ann for their politeness and helpfulness when enquiry about the wall outside of their property.