

Compliments September 2021

- Belvedere Street, Ryde – Customer wrote “I would just like to thank the line marking team who did Belvedere street last night as needed our Disabled bay marked back as forgotten. These guys were very polite and professional and a credit to the island roads team as were all who were involved with fixing my street and making it look great.”
- Gwydr Close, Ryde – Customer wrote “I am writing with regard two members of your team who replaced a drain cover in Gwydyr Close, Ryde yesterday. Their standard of work was excellent, they cleared away all debris when they had finished and even washed down the road and we think they deserve a big thank you. Added to that, they were two really nice, approachable, polite guys and are a credit to the Island Roads team. I hope you will please pass on our thanks to both of them.”
- York Avenue, East Cowes – Customer wrote “I’ve just walked to East Cowes down York Avenue and may I thank Island Roads and the teams on the ground for a job well done hopefully your company will soon be involved in completion of Saunders Way /Kingston Road and Cadets Walk.”
- Foxes Path, Sandown – Customer wrote “I just wanted to send you a huge THANK YOU! for dealing with the vegetation on Foxes Bridge footpath. I’m sure it will be appreciated by all the users of the pathway. Thank you again!”
- New Road, Brading – Customer wrote “A big ‘thank you’ to all at Island Roads for dealing with my complaints so swiftly and efficiently. Wonderful service, and obvious that there is an excellent system of communication between staff. I cannot believe how quickly my complaints were responded to: the pavement in New Road at its junction with Wrax Road has now been swept and today we saw the team cut the verges at the bottom of New Road. Amazing. We are truly impressed. In future, when I see something that needs addressing, instead of moaning about it for months, I shall just raise a report. Well done to you all.”
- Heathfield Road, Bembridge – Customer said “Wow! Such a great service from you. Thanks for caring”
- Grove Close, Newport – Customer wrote “Both my wife and I would like to pass on our compliments for the speed and efficiency with which the problem that I reported on Fix My Street yesterday was processed and completed. I must confess we had no idea it would be processed over the weekend. Well done Island Roads!”
- Hinton Road, Newport – Customer wrote “Today it was so lovely to see people out around Newport (mainly Hinton road) where they are scraping and clearing the weeds from the kerbside...some up to 18in high! I also saw an old-fashioned road sweeper- a Hunan complete with a push cart and broom, and then later on once home in Fieldfare Rd, a driven road sweeper.
It’s been so long since I’ve seen any of these methods being used, I just wanted to say thank you as it really does make such a difference to the local community and doesn’t make the area look so sad and unloved. Thanks again, and hopefully we’ll see it more regularly now.

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PERSONAL COMPLIMENTS

- Customer called and wanted to pass a compliment onto Nick who they said was very polite and helpful on the phone.
- High Street, Newport – Customer wrote “Would like to say a huge thank you to the four members of staff that assisted with the Marshalling/road closures for Walk the Wight. The 2 young gentlemen that set the road closures in Carisbrooke (Sean Hillman and Dan Bell) couldn't have been more helpful and were an absolute delight whilst on site, dealing with less happier members of the public due to the road closures. Ryan Jackman and James Adsett for staying and assisting with the marshalling yesterday. Mrs Newton went onto say the following, they were fantastic, lovely responsive, empathetic. responsive and all in all fantastic. And would like thanks given to all four of the operatives in assisting with the event.”
- Isle of Wight – Customer wrote “Please pass on our thanks to one of your Operatives, Stephen Lawrence for great and honest behaviour. One of our daughters lost her brand new phone on Saturday night and he found it whilst collecting refuse in Sunday morning. He posted on an IoW lost and found site and we managed to trace it and get the phone back. We now have a very relieved 15 year old. Thanks again to Stephen, top guy. I hope you can recognise his performance.