

Compliments October 2021

- Post Office Lane, Newport – Customer called to say that IRs employee is carrying out weeding on the network and is doing a very good job.
- Seaview Road, Cowes – Customer called to thank the Island Roads staff who were working on the footways at Seaview Road, Cowes. Customer stated that the guys were extremely helpful and praised their work.
- North Road, Shanklin – Customer wrote “Just a note to say thanks for the rapid attendance of your District Steward who I have just met. Despite my contact invariably being ‘Angry of North Rd’ I would commend your speedy response and say that your District Steward was most helpful and a credit to you.”
- Osbourne Road, Shanklin – Customer wrote “Thank you for completing the job of pollarding the trees in Osborne Road, Shanklin yesterday (October 13th).”
- Venner Avenue, Northwood – Customer wrote “Wow, thank you for repairing this drain damage so promptly. Credit where credit is due! Your guys, when we were walking by, were really pleasant and explained what they had to do. Many thanks again.”
- Downs Road, Arreton – I would like to say a massive thank you to the man from Island Roads that assisted us on the Downs Road when we broke down. We didn’t get his name but he was wonderful and kept myself, my mother and our dogs safe. If anyone knows who this was or if he is reading this thank you so much. It’s people like you that restore faith in people.”
- Wallis Close, Wroxall – Customer wrote “Just a short note of thanks to your team for attending to this report so rapidly. It is much appreciated.”
- Castle Street, Ryde - Customer called to say how much she appreciates Island Roads and their work, and asked to pass her thanks on to everybody.
- Thornton Manor Drive, Ryde – Customer wrote “As we don't believe anyone says thank you enough this is to thank you for dealing with the abandoned van opposite our driveway. We were at a funeral yesterday but understand from our neighbours that it was successfully removed yesterday morning. Many thanks for dealing with this - a problem we have been living with for far too long as we waited for the council to instigate something many many months ago. Fantastic job Island Roads and thank you again.”

PERSONAL COMPLIMENTS

- Broadway, Sandown – Customer called to report that a Stephen Lawrence an employee of Island Roads helped a vulnerable lady in the early hours of Monday morning. Suzanne is a carer for the lady who lives on her own. Steven saw her wandering the streets on Broadway in Sandown. He picked her up and took her to several care homes looking for someone to take care of her. He eventually dropped her at Magnolia care home who were willing to take her in. Caller wanted to ensure that huge thanks are passed onto Steven. The outcome of this could have been very serious without his intervention
- Daish Way, Newport – Customer called to pass their thanks onto Stephen Lawrence who spotted her mother on the way to work and took exceptional care of her and took her to a place of warmth and safety

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- Orchard Close, Freshwater – Customer wrote “Good morning, Jez. We spoke this morning concerning events outside my house on Orchard Close, Freshwater on 11th October. Your colleague stopped while on his rounds to give assistance to an elderly lady who was in a state of collapse. His first reaction which was to summon help from the Ambulance Service was exactly the right thing to do and I was able to assist as well until the Ambulance arrived. I feel sure that he enabled a better outcome than might otherwise been expected. The good news is that I have heard from the lady’s relatives saying that while she is still in St. Mary’s Hospital, she is making progress and is extremely grateful for the help that she received on the day. Please convey this to your colleague and I trust that he will get some recognition for his efforts on the day.”
- Anderri Way, Shanklin – Customer wrote “I wanted to thank you, Steve and your team for doing such a wonderful weed clearing operation today the 19th Oct, on Anderri Way Shanklin, and surrounding roads.”
- Cherrytree Road, Nettlestone – Customer wrote “I would like to place on record how helpful District Steward, John Barry, has been. I informed him last Friday afternoon of the failure of WightFibre to complete the job that they started late September in Cherrytree Road Seaview and should have finished by 8th October. The workmen dug trenches down all one side of the road, backfilled approximately half of them and then left the rest open although barriers were erected around them. This also left one end of Willow Tree Drive blocked, inconveniencing everyone. As a result of John Barry's intervention workmen have been on site over the weekend and also today.”