

Compliments November 2021

- St Johns Wood Road, Ryde – Customer wrote “There is nothing wrong. In fact, I would like to pass on my sincere thanks to Spencer and contractors for rapidly and neatly painting my line today. THANK YOU.”
- Wilton Park Road, Shanklin – Customer wrote “I have a disabled parking bay on Wilton Park Road. I am moving into disabled persons property on the 18th November in East Cowes. I won't need the bay after the 18th of course. Sadly, many people parked in the bay and I had nowhere near to park. Thank you so much for putting it in for me. It was much appreciated.”
- Terrace Road, Newport – Customer called to thank us for removing the leaves from the road.
- Weston Road, Totland – Customer wrote “Could you please thank your team for their excellent support at the Totland Remembrance parade today. They were not only efficient, but they were also polite and friendly and we very much welcomed your support in closing the roads - it made everyone taking part and watching feel very safe. The parade went very well and we really appreciate your support for this local event.”
- Sandown – Customer wrote “Just a brief to thank Island Roads colleagues for help yesterday – Kenny has been really helpful ensuring the memorial was as sand free as possible, and the team putting out road closures (despite being a Liverpool fan!) were really helpful. Thanks again and the event reflected the occasion.”
- Totland – Customer wrote “Could you please thank your team for their excellent support at the Totland Remembrance parade today. They were not only efficient, but polite and friendly and we very much welcomed your support in closing the roads - it made everyone taking part and watching feel very safe. The parade went very well and we really appreciate your support for this local event.”
- Brook Village Road, Brighthstone – Customer wrote “I would like to thank you for the swift response to my email; and for the repair of the pothole at the gate of the Brook house estate it is most appreciated; please pass my message on to those who did the repair they have done an excellent job.”
- Ventnor – Customer wrote “I would like to thank Island Roads’ Event Traffic Management team once again. Both ceremonies this year were conducted seamlessly, and your assistance is much appreciated!”
- Victoria Avenue, Shanklin – Customer wrote “Could you please forward this to your lady roads inspector for Shanklin area. Thank you for sorting hedgerow and kerbside in Victoria Ave.
- Isle of Wight – Customer wrote “I would just like to place on record my thanks for the extremely speedy response to my reporting a pothole in a nearby road. I had barely submitted the online report when less than an hour later someone came out and dealt with it. A really efficient service, thank you to all involved.”
- Appley Road, Ryde – Customer wrote “Opening the curtains on Saturday morning after the recent gale I was saddened to see a dead fox dumped close to the highway. Presumably it had been hit on the road overnight and moved off of the road. I didn't expect it to be cleared quickly, especially as it was a weekend and your teams would have been busy

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clearing up after the gale, but to my surprise and pleasure the animal was cleared away within four hours of my report. Well done! Please pass my thanks to your team for the speedy way this was dealt with.”

PERSONAL COMPLIMENTS

- Isle of Wight – Customer wrote “Just a quick Note. Could you pass on my thanks to your district steward (Sean Wise) on the good job he is doing with area 2. He seems to be picking up everything Safety Wise”
- Park Road, Cowes - Customer wrote “Thank you very much for arranging to have the speed roundels installed at our club. We, the Club, really appreciate your assistance in helping us to make our club that little bit safer for all of our members, guest and families. Please also convey our thanks to Spencer for his organising the work and your team who undertook the work. Needless to say we are extremely pleased with the end result.”
- Shanklin – Customer wrote “I would like to place on record my sincere thanks to the Island Roads team for facilitating the road closures in Shanklin for the RBL Remembrance Service this morning. Please pass on our special thanks to Mr John Wright, who was extremely helpful indeed and went out of his way to ensure all road closures were in place in a timely fashion including liaising with Southern Vectis to advise them of road closure times etc.”
- Colwell Lane, Totland – Customer wrote “Good morning, Theresa, Thank you to you and the Traffic Management Department for the extra signage during the works in Colwell Lane this week. I think it did make a difference both to the quantity of traffic using the lane and the speed at which most people were travelling.”