

Compliments August 2022

- Long Lane, Newport – Customer wrote “I'm writing to say thank you to 3 of your workers for helping me out today when my car broke down on Long Lane out of Newport. I was on my own with my two boys ages 4 and 1 when one of your workers pulled up behind me to see if me and my boys were okay. I had been waiting for RAC to come out and he helped direct traffic away from my vehicle and children. Two more of your employees then came in their truck and helped with the flow of traffic while making sure me and my boys were okay. Sadly I didn't get their names but I wanted to make sure their fantastic work and generosity was acknowledged. I hope that my email finds them and my deepest thanks is passed onto them. They are absolutely amazing group of men and I am very grateful to them.”
- Kemming Road, Whitwell - Big thanks to your chaps this afternoon Wednesday, had to reverse our caravan up drive in the middle of the road works, all your chaps polite and helpful. Many thanks
- Brighstone Footpath 25, Brighstone – Customer wrote “Many thanks for your email. I've just spoken with the steward, he's aware of the position now. I'd like to thank you for responding so quickly and to the steward who was very understanding and helpful. Most of all, his first question was to ask about my mother. I really appreciate that.”
- St Johns Road, Wroxall – Customer wrote “I would like to thank you for your prompt response in removing the poor cat outside Cleveland Terrace this morning. It was greatly appreciated.”
- Old Blackgang Road, Whitwell – Customer wrote “Well done yesterday for clearing the overgrown lane - many thanks”.
- Brook Road, Shanklin – Customer wrote “I live in Brook Road, Shanklin and would like to thank Island Roads for their ongoing maintenance of the brook and drains in the road. In the past, rainfall of yesterday's level would have flooded the road where the dip in the road is making it impassable, flooded the alleyways either side of Brook Road and flooded the two properties here too. I am pleased to say that the drains dealt with the deluge of rainfall with ease, so thank you to everyone involved with the maintenance in this area.”
- Main Road, Shorwell – Customer called to say thank you for delivering sandbags to her property.
- The Fairway, Lake – Customer wrote “Thank you for clearing the bottom of the hedge for weed strewn area along the length of path. Our contractor will find it much easier to collect up the hedge clippings now. Thank you for prompt response.”
- Arreton Street, Arreton – Customer wrote “Early this evening we suffered a cloudburst which resulted in flash flooding of Main Road, Arreton, with significant amounts of mud being washed from fields into the road. Luckily for us, our house was not flooded, although our front parking area was affected by water, mud and debris - some washed in by inconsiderate drivers who hit the flooded road too fast. As the waters receded, a large amount of mud remained. Pictures attached of flooding from field, and of vehicle travelling too fast. However, I am very pleased to say that Island Roads were pretty quick to react with road cleaning vehicles. Well done and many thanks!

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- Quay Road, Ryde – Customer wrote “Just a quick email in hope that you can pass on a huge thank you to your road crews marshalling at the scooter ride out yesterday 28/8/22 being part of an emergency ambulance crew we were tasked to a serious medical emergency within the Hovertravel area minutes before the ride out started, as you can imagine access was practically impossible had it not been for the quick thinking and control response of your crew at the scene which enabled us to reach the patient in good time and treat as needed. Once again a big, big thank you.”