

## October Compliments 2022

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- Long Lane, Newport – Customer wrote “I would just like to say thank you to Island Roads for being so efficient in fixing the “Stop it or Cop it” sign on the lamp post erected outside my bungalow. After a sleepless night hearing the damage and loose metal sign banging on the lamp post all night, I was very pleased the bracket was screwed back.”
- Sandown Road, Lake – Customer called to thank you for the new ramps put in place following his call the previous day.
- Highfield Road, Shanklin – Customer wrote “I would like to thank you for your prompt attendance and associated remedial works to my garden wall and driveway. The works were carried out efficiently and competently by your friendly and helpful employees.
- Prior Crescent, Newport – Customer wrote “I wanted to thank you for the street lights that have now been installed which have made a tremendous difference, especially now the evenings are now getting darker. It has been really hard with having no lights, both driving and walking at night. Thank you again, much appreciated.”

### PERSONAL COMPLIMENTS

- Clissord Road, Newport – Customer wrote “Dear Scott Thank you for this final (!) update. I’ve greatly appreciated the effort you’ve gone to keep me updated – it is an example of great working practice and I hope your managers will note this. Furthermore, I’d like to thank the whole team through you who have done this work. I have had positive feedback from a good number of residents both on the work, and on how your team has engaged with them when doing so.”
- St Thomas Square, Ryde – Customer wrote “cleansing operative that does the sweeping, litter picking (large chap big bushy beard!) does a great job and very happy all the time”
- Cycle Track from Shanklin to Wroxall – Customer called to asked to pass on his thanks to the DS (Derek Bean) for a very efficient service.
- Partlands Avenue, Ryde – Customer wrote “Huge thank you for being so helpful and efficient Rebecca”
- Bridesford Road, Newport – Customer said Claire was the kindest and most helpful lady she has spoken to for a long time.