

JANUARY Compliments 2023

- Belgrave Road, Ventnor – Customer wrote “The road is very well finished. Congratulations to those concerned”
- Ladies Walk, Ryde – Customer wrote “ I have walked through Ladies Walk this week (Ref: E16233293) and would like to express my gratitude to you at Island Roads for the prompt response to this particular enquiry. The prolonged bad weather recently had made Ladies Walk hazardous in parts, and I’m delighted the action warranted was put in place so quickly. The walk/cycle path is much cleaner now, but more importantly, much safer to use again.”
- Belgrave Road, Ventnor – Customer wrote “I just wanted to thank you so much for getting this done. They have been this morning and done a great job.”
- Isle of Wight – Customer wrote “Thank you for gritting - Thank you to all the men and women who are working hard to keep our roads as safe as possible gritting the roads, I have to take members of my family to work at 5am and I was so grateful at how clear the roads were and the unsafe roads closed. Again, thank you for what you are doing”
- Oakhill Road, Seaview – Customer wrote “I cannot thank you enough for your exceptional attention to what might otherwise be regarded as a relatively minor matter.... Your customer care really should be recognised, followed and adopted by other services to the public, particularly here on the Island .”
- Perowne Way, Sandown – Customer wrote “Just wanted to say thank you for dealing with the fly tip issue so promptly, as always”

PERSONAL COMPLIMENTS

- St Johns Road, Wroxall – Customer Wrote “Thank you both so much. That’s really kind of you. A special thank you to Derek doing it in this weather (refers to blocked gullies and grips).”
- Pallance Road, Gurnard – Customer wrote “A very big thank you, Samantha, for what you have done to achieve this and for your consideration for facilitating the pub’s concerns, especially.”
- Two Penny Tube, Shanklin – Customer called to thank Tim for clearing the pathway at the side of his house of dog fouling.
- Isle of Wight College, Newport – Customer wrote “Many thanks for coming to see me today and thank you for your continued support in respect of the carriageway water issues together with the mitigating improvements you have made to date. Great to see you again Matt and as I said to you - Geoff has provided me with excellent customer service and advice and has always been very action orientated in these matters which is much appreciated.”