

# May Compliments 2024

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- The Parade, Cowes – Customer wrote “I just wanted to highlight one of your great team members - the young man who does the street sweeping for the Parade in Cowes. He keeps the roads immaculate and is always polite and friendly. I know it's often an overlooked or thankless task, but I have really noticed a difference since he has been in the role. I am not sure if you operate a reward or recognition scheme, or this is stepping stone to another role in IR, but I wanted to let you know what a good job he does.
- Westfield Park, Ryde – Customer wrote “Clearing of drain after waiting so long is a real bonus. Thank you very much.”
- Furlongs, Newport – Customer wrote “Relating to bin casings left - I am delighted to report that the bin casings have now been removed. Hooray - and thank you so much”
- Hefford Road, East Cowes – Customer called to compliment the cleansing department for all their hard work as she feels we do not receive many compliments.
- Esplanade, Ryde – Customer wrote” I just wanted to write to thank you and the team for repairing the collapsed manhole cover on Ryde Esplanade (near Union St junction) last night. It looks like you guys were doing a great job. This will make a huge difference to the local residents and it's good that the road has been repaired.”

## PERSONAL COMPLIMENTS

- Staplers Road, Newport – Customer called to thank Callum for his great service.
- Araluen Way, Lake – Customer wrote “Thank very much to the very nice man (Matt) who I just spoke to at this time of night and for taking my call.”
- Old Park, Ventnor – Customer wrote “thank you for your wonderful service, efficient, speedy service. Also very kind steward Jez, very happy with outcome wants to say thank you for the entire process, beginning to end as we were very kind and helpful.”