

# July Compliments 2024

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- Cycle track from Sandown to Newport – Customer wrote “I am a resident of Blackwater and frequently use the cycle tracks. I walked along the newly resurfaced track towards Nature Zones on Saturday. What a difference - just wanted to say thank you for an amazing job. Well done to everyone involved. Looking forward to getting on my bike now!”
- Lea Road, Lake – Customer wrote “Hi I live in Lea Rd Lake Isle of Wight and I would just like to say a big thanks for cutting the grass around our area. Looks so much better now”
- Copse Lane, Freshwater – Customer wrote “Your teams have been working at Copse Lane Freshwater and I want to say how helpful and kind and hardworking they have been.

It's not easy work and they come in for a lot of criticism from disgruntled drivers, but they have been so good. Please thank them from us all.”

- Ninham Path, Shanklin – Customer wrote “Thank you very much I can confirm that they have been and cut the grass and made a good job of it. I'm most grateful to all involved”
- St Pauls Crescent, Shanklin – Customer wrote “My wife and I are delighted with the repair that has been affected and are impressed with the speed at which matters were put right. Please express our thanks to all who were involved!”
- Victoria Avenue, Shanklin – Customer wrote “I was wondering if it would have been your team who cleaned up the graffiti on the railway tunnel along the old railway line from Wootton? I've had an email from a resident who has asked me to pass along his thanks to whoever cleaned it and said that they have done a wonderful job.”
- Hill Rise Avenue, Ryde – Customer called to say thank you for the good work we did replacing the house name plates - he's very pleased with it, and impressed how well they cleaned up after themselves.
- Cycle track from Sandown to Newport – Customer wrote “Many thanks for a new surface at Blackwater cycle track, great job”

## PERSONAL COMPLIMENTS

- Cycle track from Sandown to Newport – Customer wrote “Stuart and his great team that worked on the Blackwater Cycle track. I want to thank them for being so accommodating. For working with us and around us and making sure the children on school visits to Naturezones could easily get to us in a safe way.

They were friendly, polite and had clearly had us on their mind.

Thank you to Stuart for coming to us early in the project to discuss how the team can work with us.”

- Spencer Road, Ryde – Customer rang to thank Donna for her impressive handling of his enquiry, he was very grateful for the quick response received and information given. - Information regarding Pride Day in Ryde with Road closures etc
- Seldon Avenue, Ryde – Customer wrote “I sent in an email a few days ago regarding the above mentioned tree. John from your company came today and explained the procedure for concerns about this tree.

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I have to compliment him on the way he gave me all the information needed and definitely put my mind at rest on what would happen in the future. Most helpful and because of his visit I know any future dealings with Island Roads will be dealt with in a prompt and professional manner.”