

August Compliments 2024

- Western Road, Shanklin – Customer wrote “The weather as you know has been very hot, they didn't moan, get cross, just kept on going. The work looks very professional, although I know nothing about roads. Would you thank them for all their hard work and my behalf, so that they are aware of the feedback”
- Solent View Road, Gurnard – Customer called to relay his thanks and commented a good job done, please tell the men who did the works its appreciated.
- The Glade, Nettlestone – Customer wrote “Thank you! The gardeners came yesterday, tidied up everywhere and took the branch away. It looks so much better. The bin was emptied too, let's hope they don't fill it up again so quickly this time. Please send my thanks to whoever helped resolve the issues including yourself of course.”
- Undercliff Drive, Niton – Customer wrote “Many thanks for cutting back the vegetation overhanging the carriageway. It was a great job and done the day after I contacted you”
- Alverstone Road, Whippingham – Customer called to compliment the team who attended yesterday to dig out ditch and flush gullies.
- Sconce Road, Yarmouth – Customer wrote “I just wanted to pass on my thanks to the team who recently completed the resurfacing work in Sconce Road, Yarmouth. The crews on the ground worked SO hard in really hot weather and have done a fantastic job. Our road looks so smart now and we're really grateful. Please pass on my sincere thanks to all involved.”
- The Glade, Nettlestone – Customer wrote “Thanks for emailing me. My family and I do appreciate you and your team's hard work looking after the public spaces. We live right on top of Nettlestone Green, so we see it and cross it several times a day. It's a pretty little spot so I keep an eye on it and report any problems. I pick up litter sometimes as I've noticed that if there is a sweet wrapper on the ground more will follow. Most people moan about the bin being full etc but don't bother to report it. I don't think they appreciate all your efforts keeping the Island clean and tidy. Well, we do, it must be a tough job sometimes.”
- Florence Road, Shanklin – Customer wrote “As a resident homeowner in Florence Road, Shanklin, I'm writing further to the carriageway resurfacing work that was carried out earlier this week on Mon. 5th - Tues. 6th August 2024 (to a very high standard and with the minimum of disruption I might add, so thank you for that!)”
- Sandown Fireworks – Customer wrote “I would like to inform you of a brave act that one of your members of staff did on the evening of the Sandown fireworks. I believe he was collecting signs from the event, but I could be wrong. He stopped to help out a fight that was happening outside of the Sandown Hotel. 3 men where fighting with what looked to be 2 on one. Your driver stopped his vehicle and jumped into action splitting up the fight. His heroic actions saved the man/men from getting anymore injured. He then stayed with at least one of the men who he had stopped fighting to calm him and keep him away from the man who was being beaten up. A lot of the spectators said he deserves a medal! I tried to take a photo of his reg number to help you track down who he was but unfortunately the lights were on and affected the picture. I have attached it for you as it may still help. Well done again to the member of your team and I hope this email can be passed on to the relevant people.”

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- Lea Road, Lake – Customer wrote “Thank you for a lovely job cutting the grass around Lea Road and Desmond Price Close. IR get a lot of grief, so customer is happy to give a compliment and say thanks.”
- Western Road, Shanklin – Customer wrote “Just to say I am a little late sending this. Team B were also very considerate and good humoured. Its nearly all done now. Please send my regards.
- Snooks Hill, Newport – Customer wrote “I just wanted to write to thank you and the team for all your hard work to improve the Island's highway network. You respond to issues quickly and effectively, ensure works are done to a very high standard, communicate excellently, and generally are fantastic. There are real tangible improvements going on every day. Thank you so much and keep up the good work - it is hugely appreciated.”
- Lushington Hill, Wootton Bridge “Island Roads van stopped to let her cross with a queue of traffic behind him. Very grateful as can take her 10 mins to cross”
- Yarborough Road, East Cowes – Customer wrote “I would just like to commend the rational and sympathetic parking suspension cone distribution in Yarborough Road, there was obviously some thought that went into it by either your administration or a lot of common sense from your operatives. To suspend parking to the South side only and again mainly at the junctions is a far better scenario given that on the North side vehicles straddle the footway anyway, with parking at such a premium during the Adelaide Grove carriageway repairs this is very helpful and indeed thoughtful on your part, credit where it is due, thank you.”
- Fairmont Drive, Newport – Customer wrote “: I just wanted to say a big thank you to Island Roads and the two guys that removed the old, wobbly and pointless handrail from the side of my property today. Over the past year I've suffered from anti-social behaviour because of the handrail. Children and teens were using it as a ladder to look into my garden, we had rubbish dropped in garden, things thrown, and harassment of my small dogs and on three occasions, persons unknown actually climbed over the fence into the garden then leave the back gate open.
I have an adult autistic daughter, who stopped going in the garden because of the above. It's made us feel unsafe. Just me and my daughter here. It's been so stressful and the relief we feel now the railing has gone, is immense. So, thank you again.
I had a fence put up a couple of years ago, so there was no point to the handrail anymore.

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PERSONAL COMPLIMENTS

- Esplanade, Ventnor – Customer wrote “Would you please ensure that you tell Stuart your employee who empties the bins on Ventnor seafront that we appreciate that he goes above and beyond to keep the Esplanade immaculate He sweeps around the bin and looks to check the area- appreciated We have just had an extremely busy week with Carnival and Pirate festival and the seafront remarkably remained pristine Ventnor says "THANK YOU STUART"
- Tuttons Hill, Gurnard- Customer wrote “Your District Steward has done a magnificent job of this, the obstruction has been cleared beautifully.”