

## September Compliments 2024

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- Medina Park, Whippingham – Customer wrote “On this wet miserable day, I have just driven to the top of Folly Lane to be greeted by newly painted white lines! So, on behalf of ALL those residents at Medina Park who drive, please accept our grateful thanks to all those involved in the painting team, and of course yourself for being the vital link in the chain! Your efficiency is very much appreciated.”
- Vinings Road, Sandown – Customer wrote “Thank you for filling in all the potholes, it's the best the road has been in the 20 years since I moved back here, very much appreciated, all the best.”
- Calbourne Road, Newport – Customer wrote “The above job was completed last week. I have to thank you sincerely for doing this as my life has suddenly become more peaceful without the grid making load noises when every set of wheels rattled over it.”
- Avenue Road, Sandown – Customer wrote “I would like to say a huge thank you and recognition to the gentleman who cleans the leaves on Avenue Road. I live at No. 31 and he was outside my house the other days sweeping the leaves. He was so polite and friendly. I joked about cleaning my pile of leaves that collect by my gate and he very kindly swept them up for me which was above and beyond. It would be great if he could be recognised for being so kind and always being so polite and friendly.”
- Boniface Cliff Road, Shanklin – Customer wrote “I just wanted to say thank you if you organised the vehicle removal - they are all gone since yesterday evening, and I didn't see who took them.”
- Desmond Price Close, Lake – Customer called to thank us for cutting the grass.
- Embankment Road, Bembridge – Customer wrote “Thanks for your quick response to my message I sent yesterday regarding the litter and fly tipping on the Eddington Road lay-by. I cycled by this morning as I do every day, and I see the mess has already been cleared up. Thanks so much to your team for doing that - there is not a trace of rubbish to be seen - an unpleasant job to do but a job well done! If possible, could you show this email to whoever it was who did this clearing up.”
- Niton Road, Godshill – Customer wrote “I would like to thank the Island Road staff who attended the dead cat, they were very kind and helpful and waited while the suspected owner was contacted.”
- Green Lane, Shanklin – Customer called to compliment the gang that completed the works today outside his property. They were completed quickly and efficiently and to a good standard. He was very pleased with the response time to the works being done.
- Court Road, Totland – Customer wrote “I am writing to say a big thank you for sorting the flooding out, outside my home. Since you have cleared the culvert and gullies the rain water has drained away without any further problems. I am very grateful.”
- Pelham Road, Cowes – Customer wrote “Congratulations on the superb job of Pelham Road, if I've not already said it! What an uplift it has made to the area”

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- Bellevue Road, Ryde – Customer wrote “Please accept my compliments for your prompt and effective response.”

### PERSONAL COMPLIMENTS

- Isle of Wight – Customer wrote “This e-mail is coming to you weeks later and I'm really sorry for that .... But I have been meaning to e-mail you regarding Kenny and Greg, your Street Cleaning Operatives, for Sandown.

I know Kenny has worked in Sandown for years; according to Steve one of the Concessionaires on the Seafront (deck chairs, sun loungers etc) he does an amazing job and everyone asks about him and asks where he is on the Seafront. I have met him and I wanted to pass on how brilliant he is and clearly how well liked he is in Sandown!!

Greg, I'm not sure if he told me he was on a temporary contract, but a lovely chap to talk too - really passionate about making Sandown nicer. Happy to tidy up bin bases on his route even though their responsibility is Sandham Gardens - tidied them up and gave them the heads up it needed emptying etc. Going that extra mile is exactly what this role needs.

So can I pass on an incredible thanks to both of the please and I think both (as are many others of your staff) a real credit to Island Roads/IWC Council/the island)

Whilst I'm on a roll, Chris in Newport is equally as lovely; very passionate and does an amazing job, I never see him 'slacking off' .... Talks to regulars that walk the town and is a real credit also. Always stop and have a chat when we are on the same road working ... Really lovely guy.”

- Medina Road, Cowes – Customer wrote “Dear Island Roads,  
I am writing to tell you how impressed I am with the street cleaner who looks after us in Cowes town centre. His name is Dan and he works really hard to keep everything clean and tidy. He is also friendly and upbeat every day when I pass by him on my daily morning walk from the chain ferry to Gurnard and back. He keeps our streets immaculate and is always working. He seems to take genuine pleasure in doing a thorough job. I know instantly when he is on leave because the standard is never so high.  
If you have an employee award system he should get some recognition for his performance, attitude and dedication to duty.  
I do not know Dan apart from a daily hello when passing him but he is exceptional. I have been doing this walk since 2018, so I have observed quite a few street cleaners in that time! Thank you for your time reading this message and I hope there is a way his service can be recognised.”