

October Compliments 2024

- Perowne Way, Sandown – Customer called to praise the speed, politeness and general good services that we provide. They said they reported a fly tip at 08.23 and it was cleared by 10.49hrs. They said that they and their neighbours are very grateful for the service that Island Roads provides even though sometimes it is not the result they wanted.
- St Lawrence to Whitwell – Customer called to say thank you for clearing the mud off the road between St Lawrence and Whitwell. The farm mud was really quite thick and dangerous to drive on so a huge thank you for clearing the highway.
- Moa Place, Freshwater – Customer wrote “Just wanted to say how nice and friendly the man doing the leaf blowing is! This is at Freshwater by Moa Place. He always stops to let us past and always has a friendly hello for my children and they look out for him every morning. Fully appreciate what he does as I had a hip replacement 6 months ago and I am always worried about slipping or falling so his job makes a big difference for me.”
- Newport Road, Northwood – Customer wrote “They’ve done a superb job thus far!! What a difference it will make”.
- Church Road, Wootton Bridge - Customer called to compliment the speed in which the dog bin was replaced. They said it was a fantastic job.
- Bellevue Road, Ryde – Customer wrote “I am writing to thank you for completing works at Bellevue St Ryde - to reinstate the footway so it is level. This will make a huge difference to pedestrians with mobility issues and vision impaired pedestrians. The work was completed quickly, thoroughly, and to a very high standard. Your workers were friendly and polite. Many thanks.”
- Court Road, Totland – Customer called to compliment the ease of reporting and the speedy service to have the bags removed and the call back to advise.
- Hyde Road, Shanklin – Customer wrote “Thank you for removing the graffiti. A very thorough job, you wouldn't have known it's been there.”
- St Georges Way, Newport – Customer wrote “Hi just a quick line to thank the workmen cleaning our village, the guys on the blowers cleaning the paths and the sweeper drive work well together. I know how hard it must be doing their job with so many parked cars, but you can always see when they've been even if you don't see them. So please would you pass on my gratitude for a job well done many thanks.”
- Luccombe Road, Shanklin – Customer wrote “Just to say a big thank you to the team who resurfaced our road up to the village. What a nice set of blokes, kind, helpful and cheerful and did a great job. Please pass on my thanks and I am sure the rest of the village appreciates the work done.”
- Cliff Path, Sandown – Customer wrote “On Sunday I had cause to walk from Shanklin to Sandown whence I used the cliff path to Hope Road prior to using the revetment. It was very noticeable that the hedges had been superbly trimmed back which made that section of the walk pleasurable, especially as other walkers could be seen enjoying the view that the cutting back exposed. So, thank you very much.”
- Bannock Road, Niton – Customer called to compliment the works carried out on the manhole cover. They said it was a job well done.

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PERSONAL COMPLIMENTS

- St Marys Road, Cowes – Customer called in to say how much he appreciated a visit from Shaun and that he had a lovely conversation. He said the people from Island Roads are lovely.
- Church Road, Shanklin – Customer wrote “I just wanted to write and send my thanks for the efforts of Island Roads yesterday following a small flash flood from a road into my garden on Church Road in Shanklin old village. Firstly, the lady (Mollie) who answered the urgent telephone line was pleasant and efficient. Then Geoff, who swiftly attended was very knowledgeable about the cause, practical about the solution and helpful in his general advice. Being new to the island and having just moved into my house, all the above was very much appreciated.”
- Shanklin Road, Godshill – Customer wrote “Thank you. Efficient as usual” This refers to Donna’s response to the customer’s enquiry regarding road works.
- Horestone Drive, Nettlestone – Customer called to compliment Ella on her standard of service. The caller said she was absolutely fantastic.
- Park Road, Ryde – Customer wrote “Thank you to you (Paul) and your men for a great job. Hopefully, this long-standing issue has now been resolved.”
- Lushington Hill, Wootton Bridge – Customer wrote “I would like to make you aware and express my gratitude for a member of your team who is an excellent employee and ambassador for Island Roads. After a long and protracted issue with rainwater entering my property from the highway during heavy rain over a number of years, which was very stressful, dealing with different members of your team I eventually was contacted by John who genuinely understood and cared about the problem. He was both professional and knowledgeable suggesting a solution. He always came back to me promptly when I contacted him and has ensured remedial works were carried out.
I am not sure if you have an employee of the month or similar system to recognise great employees, but John deserves a commendation for his service. Also, the two young chaps (I don't know their names) who carried out the repairs were both hardworking, professional and very polite and deserve a pat on the back for their efforts.”