

March 2025 Compliments

- Queens Road, Ryde - I was delighted to see the new bus shelter had been installed I send my grateful thanks to you for fixing the problem at the bus stop in Queens Road. It is a very good, solid bus shelter, although inevitably the seat has already been graffitied on! All those who have waited for so long to be able to sit and shelter from the inclement weather have also expressed their gratitude.
- Brook Shute, Brook – Customer wrote “I have been told that IR have done a good job on sweeping the edges of the road and along the church wall in Brook Shute. Please pass on my thanks for that.
- St Thomas Square, Ryde – customer wrote “Thank you for replacing the broken zebra crossing beacon at the top of Union Street in Ryde - it looks much better.”
- Froglands Lane, Newport – customer called to show her appreciation to the crews who were working on site doing patching work. They were very considerate whilst she rode her horse down the lane – thank you.
- Main Road, Rookley, Customer wrote “Please give my thanks to the team that swept and cleared the gullies near my property in Rookley. The area around my house looks so beautiful after you have cleared and swept it all away. I am very grateful.”
- Staplers Road, Newport – Customer called to thank us for the speed in which we repainted the white lines outside Wallace Court.
- Westfield Park, Ryde – Customer wrote “: I have been reporting this problem for the last 4-5 years. At last, it has been rectified! Thank you and many thanks to the team who worked on site, very accommodating and polite.”
- Esplanade, East Cowes – Customer wrote “: I would like to thank you for the generally good state of our roads on the island. You are doing a great job!
My son in law who lives in Suffolk and commutes each day to Cambridge noted how much better the roads are here than there.
Looking at the coverage on the News regarding roads on the mainland I really appreciate your hard work and dedication to the roads here.
Thanks again.”
- Brook Farm Close, Brighstone – Customer wrote “Just wanted to thank you and the Fix My Street team for doing such a fantastic job in clearing the weeds off the pavement in Brook. First class! It looks so much better.”

PERSONAL COMPLIMENTS

- Bullen Road, Nettlestone – Customer called to thank Mark for taking his call last night regarding nails on the road. He was very kind and helpful and stated that we would be on site as soon as possible.
- Isle of Wight – Customer wrote “I would like to express my thanks formally to your colleague Tara (Accounts). She went above and beyond in her help to me with a particularly difficult problem with people parking over my dropped kerb on too many occasions to number, leaving me either blocked in or unable to leave my property....

I was put through to Tara to pay for an Access Bar I applied to have painted. From that point

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on my dealings with Island Roads, because of Tara was exceptional, helpful, friendly and professional.

I would be grateful if you would pass this on to Tara's line manager as she really is a credit to your Company. Thank you so much Tara”.

- Mary Rose Avenue, Wootton Bridge – Customer called to compliment Jane. Customer said Jane’s service was invaluable in resolving his bin collection problem and that he would like to thank her very much for going the extra mile.
- Whippingham Road, Whippingham – Customer wrote “I just want to express my thanks to the team who have cleared all the debris from this roundabout and brought it down to ground level. It is 100% safer to use and I’m very grateful to you as a motorist and cyclist. Thank you and well done.”
- Town lane, Calbourne – Customer wrote “I would like to pass on my thanks to Island Roads and in particular Paul your steward, for the excellent work carried out here. My wife's family have been Newtown residents for over 100 years, and I have been part of the village for over 50 years. We are passionate about the village and had some concerns about ditching. Paul’s visit and subsequent work was first class, his people skills brilliant. I can be quick to moan but also to thank and sing praise when treated so well. Thank you all.”