

APRIL 2025 Compliments

- Gully Road, Nettlestone - Would like to say what a good job the crew is doing during the pre-works in Gully Road. He also spoke to them, and they were very polite.
- Shide Road, Newport - Wow what a difference one guy can do. Around Shide and Newport currently looks the best it's done for ages. No rubbish, all swept up, a nice, pleasant chap.
- Whitewell Road, Ventnor – Customer wrote “Further to a day spent driving round mid Surrey, away from major arterial routes can I just say how lucky we are to have you guys as contractors for the Island!!
The condition of many of the mainland local roads are abysmal and driving along them can be hazardous with potholes, twisted tarmac and lumpy surfaces all adding to the uncomfortable driving.
Though I know that there are some roads on the island still to be dealt with, in general your teams are doing great work and Island Roads are much better than many on the mainland”
- St Catherines Road, Niton – Customer wrote “Thank you for your email. I can confirm that the work has been done, and it looks really good.”
- Pyle Street, Newport – Customer called and said the following “Your team on the phone are always attentive and interested in what I have to say. You all always have a happy voice like you are smiling whilst helping me. If nobody has said it already you all deserve a pay rise for the way you help us all when in need. Thank you again for always being a pleasure to talk to.”

PERSONAL COMPLIMENTS

- Isle of Wight – Customer wrote a compliment for Sam “I'd like to say thanks to you for the excellent job you have always done with such professionalism.”
- Castle Road, Cowes – Customer wrote “Rachel! I cannot fault the attention this has had. Thank you. It's been phenomenal - swift and effective and you have kept me updated all along the way. The team (including you) deserve a medal. Thank you. Please pass this to your line manager.
- Steephill Road, Shanklin – During a call back the customer wanted to single out Mark as very helpful.
- Victoria Road, Cowes – customer wrote “: I have just spoken to Sean about the gully, and he has put my mind at rest that it will be further investigated
Please could you thank him for being so friendly helpful and informative he is a credit to Island Roads
- Isle of Wight - Customer Wrote “Just to say thanks to Claire (CCTV operator) who joined our JAG on Wednesday. It was really interesting to hear how well she has been working with the police; this was especially echoed by our Newport Sgt who was very complimentary of Claire's proactive engagement with teams whilst on duty.”
- Freshwater Road, Shalfleet – Customer wrote “Hello I just wanted to thank the lady Kate who rang me back the other day about the road closures and getting access to the pub (The Sun) in Calbourne. I received your voicemail, and I appreciated the call back as I was worried about access to the car park/closure times etc, but the timings worked out very well as we close on a Mon/Tues anyway, so it was a relief.”