

SEPTEMBER 2025 COMPLIMENTS

- The Avenue, Totland – Customer wrote “I have just watched one of your guys working incredibly hard to clear a large amount of gravel, stone, leaves and general debris from opposite outside of our home on The Avenue, Totland (outside the big old church). He is still beaver away busily now as I type. In heavy rains we have the same issue here regularly (although never as deep!). Many of your crews have been out to clear up but quite none like this chap. He has diligently scraped grass and weeds out from edges that are stopping water flow, swept huge areas manually and has gone back and forth sucking up absolutely everything he possibly could bit by bit, even in a busy traffic area. He has done a phenomenal job clearing a huge mess single handedly. This guy clearly has huge respect and pride for his work, his job and his community! I think this deserves an email and some recognition. We are all far too quick to judge and moan nowadays so huge praise and credit where it is due to your guy who has done your company proud today!”
- Egypt Esplanade, Cowes – Customer wrote “You recently replaced the plaque on our parent's bench in Cowes. I thought you might like to see the 4 sisters sitting on the bench when we visited last week. It was dull and windy! Thank you for all your help”
- Church Road, Wootton Bridge – Customer wrote “I’ve been contacted again by the resident who wanted to tell me that the sweeper did a brilliant job and she felt much better about the situation after they visited. So, thank you and the team for the support.”
- High Street, Shanklin – Customer wrote “Hi, just wanted to give a big shout out for the extremely diligent and thorough chap that is sweeping our High Street in Shanklin today (Friday 12th). Apparently, he normally works in Newport, but luckily for us, he's doing an amazing job of keeping the High Street spotless. Absolutely brilliant, well done. Please pass this on, he is an asset to your company.”
- Argyll Place, Ryde – Customer wrote “I just wish to commend Dan and his team tonight on painting the yellow lines and white lines in the dark and what a good job they made! The weather has been against them finishing the job so to come late at night was unexpected. You are probably used to getting complaints, but I am full of praise for the team”
- Fellows Road, Cowes – Customer wrote “Just received a picture to say the drain in Fellows Road has been cleared. Looks like a great job. “
- Ventnor Road, Newchurch – Customer wrote “further to our earlier correspondence about the roadworks on Ventnor Rd I just wanted to pass on my thanks to your road workers. They’ve done a smashing job of the road and were very considerate about not blocking drives if they could help it. They’ve kept us informed and the whole process went smoothly. Please pass on our thanks for the quality of the work and for them being as helpful as they could.”

PERSONAL COMPLIMENTS

- Esplanade, Ryde – Customer wrote “Just a note regarding my road steward, John. I would like to pass on my thanks to him and the rest of you for all the hard work. In my opinion John is an excellent RS – he always replies to my texts or phone calls and meets up with me when the situation demands. He is knowledgeable, polite, helpful and trustworthy when it comes to carrying out recommendations for any sort of work and if he doesn't immediately know the answer to a query, he will find a man/woman who does. I cannot recommend him too highly and hope other Councillors are as fortunate as me.
- Station Road, Ryde – Customer called to thank us for resolving their issue and that they were happy with the efforts of the contact centre advisor, Ella.