

November 2025 Compliments

- Clarendon Road - Call received to advise that the crew currently at Clarendon Road carrying out the works are very pleasant and efficient. She has offered them cups of tea. She would like to make it known how they are behaving as too many bad things get said and not enough of the good. – customer called to say how pleased she was with our response to her enquiry.
- Roud Lane - I was mightily impressed, this morning that your guys completed the repair of the pothole. They were efficient and courteous.
- Queens Road, Ryde - Secondly, I wanted to pass on my genuine thanks to your team who brilliantly closed the roads at Five Ways outside the church and school during the Remembrance service last Sunday. They were kind and responsive, particularly the chap on Queens Road who received some unnecessary abuse from drivers. His communication with me was good, clear and he was happy to help in any way he could. Our initial parade both to and from went smoothly because of your teams' hard work. Much appreciated.
- Roud Lane - This is the second big THANK YOU in the past week. Please send our thanks to the two gentlemen who filled up our salt/grit bin this morning. Hopefully not too many more frosty mornings at the moment, but we are now ready to combat the 'ice' when it arrives.
- St Lawrence Shute - Thank you for clearing the tree so quickly. Much appreciated.
- Cycle track – Sandown to Newport - Hello, I realise that this report is nearly two years old now, but even so I would like to thank you, extremely belatedly, for fixing this flooding problem along the cycle track at Blackwater. Even in the wettest weather this stretch now seems clear of standing water.
- St Johns Road, Wroxall - Hi, I live in phase 1 area 1 and just wanted to share that my experience of the road teams has been excellent this week. They have been courteous and accommodating and made access available when possible. Please pass on my thanks.
- Trafalgar Drive, Binstead - Hi, only reported the light out on Trafalgar Drive yesterday evening and it was fixed today, fantastic service, thank you. Ps. The updates are great too.
- Chale Street, Chale - Thank you for cutting the verges and what a good job has been done
- St Johns Road, Wroxall - Rodney Downer called to say that he'd spoken to the TM / MM crew on site and that they were lovely, polite and helpful. He wanted us to know that he thinks we're doing a great job in Wroxall so far.
- Cliff Road, Totland - Having such great feedback from my residents. One said to say thank you so much for clearing the Turf Walk it looks great now.
- St Johns Road, Wroxall - Dear Island Roads Many thanks for the update. I have to say I am really impressed with the road signs etc. that you have in place. I walked down Span into West Street yesterday and thought it would take a bulldozer to move the barriers that you have in place. What is it about 'Road closed signs' that people do not or will not understand. I live in Avenue Road which is a private road owned and paid for by the residents as I have already mentioned to you. Thank you for the signage at either end but I do wonder if it will deter drivers when you come to the phase which affects us. I do hope so. We own our road and verges and try to keep the tidy. Still keep up the good work. The communication is very good and much appreciated.
- Roud Lane, Godshill - To All, ten out of ten and a GOLD STAR to the 'hole filling gang'. The hole was filled within 2 hours, so thank you all for working above and beyond. Please pass on our sentiments to those who came to fill the hole at the end of their day.
- Trelawny Way, Bembridge - Caller would like to say a big thank you very much to the road sweepers, they have done an excellent job this afternoon.

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PERSONAL COMPLIMENTS

- Main Road, Chillerton - Hi Mollie, I wanted to thank you and the team for dealing with this issue so swiftly last night. People are so quick to moan these days, and I think it's important to acknowledge when things go well.
- Afternoon Samantha, I hope you are well. Thank you so much for supporting our charity again this year, we cannot thank you enough for your ongoing support. The Isle of Wight Foundation continues to impress us all with their generosity to local charities, I don't think there is another organisation like it on the Isle of Wight. Looking forward to seeing you all very soon.