

## January 2026 Compliments

- Newport – Customer called to thank us for gritting the roads. She said it really helped her drive to work.
- The Shute, Newchurch – Customer wrote “workers cleared the moss from the footpath on 05/01/2026 and were very courteous and polite”
- High Street, Wroxall – Customer wrote “I live in Avenue Road, and the next phase will be on the road parallel to us. I am just writing to say how pleased I was with the arrangements for the Service 3. I went to Newport this morning with a walk through Redhill Lane to catch either the Service 2 or 3 into town, but on my return I decided to travel into Ventnor and then catch the shuttle bus back to Wroxall. My journey went very smoothly with the connection in Ventnor working well. Hopefully it will warm up a little in the next few days as the workmen must be really feeling the cold. Thanks for the updates - as always very informative.”
- Medina Avenue, Newport – Customer wrote “I just wanted to thank your team for cutting the hedge at the front of the car park at Medina Avenue in Newport. It has been a nightmare trying to edge out of car park without being hit, so I personally appreciate what a great job they have done.”
- Isle of Wight – Customer wrote “The Island Roads Customer Services team are always so responsive, helpful, and explain things clearly. Any issues reported are usually really quickly resolved, and the level of communication is great to keep members of the public informed. Thanks for everything you do to improve the network and streets on the Island!”
- Corve Hill, Shorwell – Customer wrote “can I just take the opportunity to say thank you and provide some feedback to the recent ‘Fix my Street’ request.

The work carried out as directed by the local steward has been a total success ... whilst we may not have had the amount of rain forecast from the storm of yesterday we did, nevertheless, have significant rainfall totals ... the culvert is running as it should be following the ‘jetting’ / gully clearance... and we have no build up / back up of the water within the ditch.

Whilst, due to the nature of the silted water flowing through the culvert and its exit pipes, it will undoubtedly block up again, however I have every confidence that when reported in a timely manner any such blockage will be resolved by similar activities.

Can I thank the, I believe, “new” local district steward for taking the time to listen and understand the problem and its root cause and for providing the appropriate instruction to resolve it; can I also thank the jetting / clearance team for their efficient, timely & successful actions.

- East Hill Road, Ryde – Customer wrote “May I say I am so utterly pleased at the quick response to this issue. Please extend my thanks to the team that dealt with this issue so quickly and effectively. All school children can now get to school without having soggy feet. It’s made a massive difference Thank you so much. Amazing work.”
- Fairlee Road, Newport – Customer called to thank us for repairing the dip in the road outside their property. They said they are now able to get a good night’s sleep as the house does not shake now.

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- High Street, Wroxall – Customer wrote “Thanks to the workmen doing the works, they've been very kind and helpful, particularly the Irish chap with long red hair, he was particularly helpful, but all the boys have been really nice.”
- St Johns Road, Wroxall – Customer wrote “Thank you - Loving the new smooth road in Wroxall - Really appreciate the updates too.”
- High Street, Wroxall – Customer wrote “Thank you for the information. I think the workmen are doing a fantastic job and they are always very polite and helpful even when working in such cold and damp weather”
- Appuldurcombe Road, Wroxall – Customer wrote “Thank you for the information. I appreciate the work being done and the hard work the men are doing.”
- Binstead Lodge Road, Binstead – Customer wrote “I cannot get the FixMyStreet site to open hence I am saying a BIG THANK YOU on this site. You fixed the problem with the roads in Binstead Estate so quickly! The footpath is now much safer to walk on as the traffic is not throwing grit up each time it dives over the holes. Wonderful! Thank you again and well done!”

### **PERSONAL COMPLIMENTS**

- St James Street, Yarmouth - Dear Tara, very many thanks for coordinating the road closure at Yarmouth for the Remembrance Sunday Parade. The very clear signage made it very easy to position the parade safely which was perfect. We had a very good turn-out and your contribution helped in the success of the morning. Please pass on my thanks to all concerned.
- St Johns Road, Wroxall – A media post praised Vinny after joining efforts with others to help an elderly resident who had fallen near the worksite. The remainder of the TM was also mentioned for the efforts in redirecting traffic.
- St Martins Road, Wroxall – Caller thanked Faith for being kind and making them feel better.