

February 2026 Compliments

- Colwell Road, Totland – Customer wrote “We have been having chaos in Freshwater with recent flooding on Colwell Road near Baptist Church, which has been getting to the doorsteps and inside - causing us some damage at two properties at least.

I called over the weekend but was nothing could be done - a steward determined a drain blockage yesterday. This morning I requested an update from Matt, who was very helpful and bound to be having a lot of grief from people like us all day long, poor bloke.

I am an operations manager so understand your situation quite well. He dealt with the query very professionally and I am super happy to report that your gulley tanker came out and cleared the blockage just now.

We are immediately sorted out - THANK YOU to all who have helped us with this problem.

We do try to report this one early, as it happens often at this time of year.

Even so, from the gent on the phone to the 2 efficient gents on the tanker - I am very grateful to all.

We moan all the time about poor service, but whatever may or may not be improved, positive feedback is very important too when appropriate.

Please pass on my appreciation and thanks for helping us with this very worrying issue.”

- St Johns Road, Wroxall – Customer wrote “I must compliment Island Road on its road repair work in Wroxall. I very much appreciate that every effort was made to facilitate access to the primary school, and to communicate with the public about the time-scales and progression of the work. I look forward to its completion!”
- New Road, Brading – Customer wrote “I just wanted to praise the crew who are working outside our house on 85 New Road in Brading. They are so friendly and helpful! Every time I’ve come back from work or had to take the dog out, they’ve moved barriers and found us a safe route through. They’ve also made sure we have a safe route out of the house overnight. I just wanted to make sure they all know how appreciative we are of them.”
- St Johns Road, Wroxall – Customer called in to thank Island Roads for a great job on the carriageway reconstruction in Wroxall. The workforce have been brilliant. Polite and helpful towards the community. The road repairs look great and the communications have been great and very informative. Thank you to all the Team involved.
- The Mall, Brading – Customer wrote “I just wanted to email and say that I’m really grateful that you have enforced a road closure on The Mall. As a resident, I’ve found the volume of traffic and speed in which vehicles have used this narrow road to have been incredibly dangerous. Personally, I would much rather plan my route accordingly and leave a bit of extra time with the diversion and keep the residents safe, so I appreciate that this has happened”
- Ladies Walk, Ryde – Customer wrote “Just to thank you for the clearing and cleaning works to Ladies Walk this week. It’s a transformation and will be enjoyed by all users.”

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- Main Road, Shorwell – Customer wrote “. I am writing on behalf of my mother who lives in Shorwell.
She asked me to pass on her sincere thanks for the continued efforts over the past couple of years to keep the road outside her property clear and to maintain the drains. The regular attention given to clearing debris and keeping the gullies flowing has been very noticeable and genuinely appreciated.
Given her long history of flooding concerns, this ongoing work has provided real reassurance and has made a meaningful difference to her peace of mind.
With thanks again and best wishes”
- High Street, Wroxall – Customer wrote “Well done for finishing earlier than estimated. It will be good to have a bit of normality for a few weeks at least. The communication from you has been excellent during the roadworks and I know the same will apply from March 2.”
- High Street, Wroxall – Customer wrote “Fab work, thank you all so much for the work and comms”
- Arnold Road, Binstead – Customer wrote “I must congratulate Island Roads on a fantastic job of cleaning Ladies Walk, Lovers Lane”
- High Street, Wroxall – Customer said “Well done to one and all, we all look forward to a few weeks of a direct link to the North”
- St Johns Road, Wroxall – Customer wanted to thank us for all the works and communication relating to the St Johns Road.
- Newnham Lane, Binstead – Customer rang to let us know they were grateful that we had shut Newnham Lane as it was being used as a rat run to avoid the Elenor Grove works.
- St Johns Road Wroxall – Customer wrote “What a fantastic team you have. Thank you for all the updates during the works.”
- St Johns Road, Wroxall – Customer wrote “Please would you also thank all staff for all the hard work put in to get the project finished before the allotted time.”
- Churchhill Close, Lake – Customer called to say thank you so much for the fantastic job you have completed after requesting vegetation be cut back on Churchill Close in Lake and to please pass their message on to those involved.
- Churchhill Close, Lake – Customer wrote “I would just like to say thank you for the excellent work of hedge cutting you have just done this Wednesday am. Thank you.”
- Esplanade, East Cowes – Customer wrote “credit where credit is due, I just want to thank Islands Roads for the prompt way my request was dealt with.”
- Green Lane, Shanklin – Customer wrote “I am sorry that this thank you is overdue and I apologise for that. In December 2025, I contacted you and asked if you could smooth out a dropped kerb at the back on 118a Green Lane. Hats off to you, the job was done in a week, and it has made our daughter’s life much better when accessing her mobility vehicle. Thank you so very much.”
- St James Street, Newport – Customer called to thank us for our speed of service

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- Carter Avenue, Shanklin – Customer called to thank us for our speed of service.
- Gunville West, Carisbrooke – Customer called to thank us for the quick repair of potholes in Gunville West.

PERSONAL COMPLIMENTS

- Marlborough Road, Ryde – Customer wrote “I would just like to say the professionalism of John’s dedication to his post and determination to clean out and understand the area proved beyond any doubt that everything ran perfectly. Thanks again John and thanks Island Roads.”
- Fort Street, Sandown – Customer wrote “Yesterday, I was involved in a fail to stop incident involving a prolific shoplifter who has been very active in Sandown over the past month and we’ve been unable to identify him. He cycled away from me down the High Street in the wrong direction. Without being asked or prompted, your staff member managed to locate the male as he was cycling away. She spotted him in Fort Street and guided officers to his location. Without her assistance yesterday, we would have struggled to identify him. I also believe she prevented several further offences, as he would likely have continued his spree.
Thank you to her, for her quick response. Your help is greatly appreciated and often goes unnoticed. You are a great asset to us.