

March 2026 Compliments

- Southford Lane, Whitwell – Customer wrote “I am writing to ask if you would give our thanks to the sweeper driver who came along Southford Lane, Whitwell early this morning and cleaned the edges of the lane. I usually clean the edges alongside our property, which is an awful job using a shovel and wheelbarrow, taking my life in my hands as drivers do not slow down at all and speed past even if I put cones out. He has saved me an awful lot of time and effort and as I am in my mid-seventies, anything that helps me with this job is very welcome.
Please extend our thanks to the driver for his wonderful job along by our house.
- Grafton Street, Sandown – Customer wrote ““Island Roads has already been so generous to us through the IW Foundation grant, but it’s lovely they are also prepared to give their time and expertise to the project as well. We are very thankful for their support”.
- Roud Road, Godshill – Customer wrote “Please thank the Cleansing guy who came to clear the fly tipping. I happened to be driving past him and directed him to all the building rubbish. Please thank him VERY much for clearing this irresponsible fly tipping that blights our landscape. I regularly litter pick Roud Road, and I am astonished by the litter that is thrown from cars.”
- Little London, Newport – Customer called to say that the workmen who cut back the vegetation near the car park did a fantastic job
- Roud Road, Godshill – Customer wrote “Once again I would like to thank the Cleansing Department for promptly clearing the fly tipping that someone irresponsibly left for a second time in Roud Road. It is greatly appreciated and I hope that I do not have to contact you again regarding these despicable people who blight our landscape.”
- Redhill Lane, Wroxall – Customer wrote “I just wanted to say thank you for your help with allowing our tree cutting team to carry out the essential remedial work on Redhill Lane. It was a great help to us, and I appreciate you accommodating us at short notice.
- Nelson Road, Newport – Customer wrote “Wow thank you so much. I can't believe it your guys are working like troopers repairing the area I reported to you. What a quick response well done and a big thank you.”
- Isle of Wight – Customer wrote “The team are doing a fantastic job (relates to Wroxall Embankment Stabilisation Project Updates)

PERSONAL COMPLIMENTS

- Isle of Wight – Customer wrote “I am so lucky to have John as my Road Steward because he is always ready to discuss things and he is very efficient.”
- Simeon Street, Ryde – Customer called requesting that his best wishes be passed onto John, they he felt was a diamond and an ambassador for the company and should have a pay rise”
- Church Road, Binstead – Customer wrote “Earlier this week I contacted you in regard to a car which has been left/abandoned in Church Road, Binstead

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for a month now. My emails were dealt with by Faith, and I spoke to Donna later on, over a concern I had. Both of them were helpful, polite and reassuring, showing what excellent customer service should be, now so sadly lacking with so many companies. Please pass on my thanks. Their help and understanding was very much appreciated.

- High Street, Ryde – Customer wrote “Further to my earlier email I just wanted to extend my thanks to Donna who kindly assisted me today regarding the rubbish abandoned in the High St here in Ryde. Within half an hour a highways van was here to collect it and all bags were taken. Having a business in any high street is difficult in these times and having it look clean and tidy helps greatly to encourage people to use it and feel safe doing so. Many thanks to Donna and her team for today’s help”