

APRIL 2026 Compliments

- Alfred Road, Lake Customer wrote "I am writing to thank you for the excellent job your team made of re-surfacing of Alfred Road, Lake. The work was carried out very efficiently and within the timescale set. It has made such a difference! Thank you"
- Bullen Road, Nettlestone – Customer wrote "Thanks for such a quick job on replacing the traffic light."
- St Johns Road, Wroxall – Customer wrote "Thank you for this latest update. The info is much appreciated, and I am sorry that some members of the public have not acted as they should. Of course, it is an inconvenience, but we must just get on with it. I am amazed just how many drivers take no notice of Road Closed signs. They then roar off back through the village.
The shuttle bus is very well used - at least the times I have travelled on it to save taking the car. I live in Avenue Road, and we have not noticed any more traffic than usual- thanks for the signs either end of the road."
- St Johns Road, Wroxall – Customer wrote "I would like to say it looks a good job being done and giving peace of mind to the residence above the works. Well done team enjoy your hard-earned break ready to go again when you get back, Happy Easter."
- Clatterford Road, Newport – Customer wrote "Yesterday (16/04/26) your cleaning operator cleaned both the road and pavement with his vehicle. I would like to praise this older man who did an excellent job, and I felt that he should have some feedback on his brilliant efforts. I am sure he took great pride in his work and deserves recognition."
- St Johns Road, Wroxall – Customer wrote "Thank you so much for this positive report, on passing the works I have remarked to the work men what a good job they have done, well done to all concerned"
- Appley Road, Ryde – Customer wrote "Just a quick note to say Well Done Island Roads. I reported this issue Tuesday evening and less than 24 hours later it was fixed. I know you get a lot of criticism, so it's only fair to give praise where it's due."
- St Johns Road, Wroxall – Customer wrote "I would like to say how useful the updates have been during both lots of road closures in Wroxall especially with photos attached. I manage a sheltered housing scheme in the village and have printed off the updates each week to display for the residents as not all have access to information online"
- St Johns Road, Wroxall – Customer wrote "I would also like to extend my sincere thanks to all involved. It has been a pleasure to work with you all and please pass on my thanks to everyone that has worked on both projects."
- St Johns Road, Wroxall – Customer wrote "Thank you for all the updates they were really helpful."
- St Johns Road, Wroxall – "Well done to Island Roads for completing such a mammoth task. Yes, can't say it has been easy navigating the closure (I live in West Street), but you know what, it has been so uplifting to travel along the coast road from Ventnor to Shanklin instead! I wouldn't have had that pleasure had you not closed the road! Sometimes it's good to appreciate the positives!

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Have a lovely weekend and thank the workers for expressing their appreciation of our patience. You wouldn't get that on the mainland!!"

- St Johns Road, Wroxall – Customer wrote “Thanks Island Roads. Yes, the messages have been appreciated, and I live in Avenue Road so again thanks for the Access only signs. Our road saw no extra traffic because of this.”
- St Johns Road, Wroxall – Customer wrote “I believe St Johns Road has just opened, thank you so much to all who were involved in putting the road and embankment problem right to make it safe for all traveling through and living here”
- Isle of Wight – Customer wrote “I am just writing to say that the Isle of Wight have the smoothest roads in the country! I'm from Devon, where the roads are more holes than roads, so when I visited, I couldn't believe how nice the roads were. Also, all the road signs are well maintained and there are hardly any potholes and it all looks really good! Keep up the good work”
- Alverstone Road, Newchurch – Customer wrote “Last year I repeatedly complained about the terrible Job that was being done cutting the verges and hedges around our local area! I feel I must now congratulate you on your choice of contractor this year, they obviously know what they are doing and have made an excellent job of trimming the verges and hedges around our area, well done !”
- Nettlestone Green, Nettlestone – Customer wrote “Please pass on our thanks to the operative (and Island Roads in general) who has already been out to try and remove graffiti from the bus stop at Nettlestone Green (Nettlestone). The speedy response has been noted by one of our councillors and we did not want to miss the opportunity to pass on the community's appreciation.”
- Albany Road, Newport – Customer wrote “Thank you for confirming about the further work. I was impressed at how quickly IR responded to my reports - I saw both sets of work under way the next day I think it was. I acknowledged this in my latest newsletter as well.”
- St James Street, Newport – Customer wrote “I saw them doing it yesterday and personally thanked them for responding so quickly! Great work.”
- St Johns Road, Wroxall – Customer wrote “Thank you for the positive update and well done to the workmen for their continued hard work, keeping the project in the time frame ..not easy I would imagine.”

PERSONAL COMPLIMENTS

- High Street, Seaview – Customer wrote “Good Morning Matt, appreciate the detail on the process, had no idea about a lot of that, so very helpful.”
- St Vincent's Road, Ryde – Customer wrote “Compliment for Ryan and Dan - Just a quick line to thank you for putting the additional cones out. I have received a message from the Road Crossing Patrol Officer: Update on cones. I'm impressed. All the cones are all the way down the road to the school gates. Free flowing traffic. Great as all the buses coming pass now a lot easier.’

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- High Street, Newport - Super, thanks Daisy!
- Fairlee Road, Newport – Customer wrote “Ah you are life saver, Ella, thank you. I have just checked the path along the River is closed as well and may be reopen in time for the Fairlee closure, but I don’t want to risk being late for work by leaving it to the day to check whether pedestrians can get through. I am grateful for your prompt answer. Let the chaos begin, I will try to avoid it.”