

September 2026 Compliments

- High Street, Newport – Customer wrote “Can you please send my thanks to the team who kept the town clean over the scooter weekend?
I drove down every morning at 07:15 to see them hard at work and the town looked clean and smart every time.
Amazing stuff and a credit to you both! “
- Folly Lane, Whippingham – Customer wrote “On behalf of all the motorists who live at Medina Park, thank you so much for repainting the white lines. It makes such a difference and it’s very much appreciated.”
- Sandown Road, Arreton – Customer wrote “What terrific news, thank you for letting me know. Please thank all involved. I would also like to say a big thank you to your team who I met yesterday, and they both were so helpful, and understanding, so please do thank them. Have a good day.”
- Woodbine Close, Newport – Customer wrote “Thank you for your very efficient help this morning and the subsequent reply. Thank you for passing the subject to the Highways team at the Council, and I await their response. “
- Victoria Road, Newport – Customer wrote “On Thursday 24th September 2026, B&Q were supposed to be delivering some building materials and due to the narrow part of Victoria Road, Newport, from Cross Lane, they were unable to get the lorry to outside my house which is situated opposite the resident’s car park. The driver contacted the Council only to be told the code for the lock on the gate at the Fairlee end of Victoria Road is only to be used by the Emergency services even though every Wednesday the refuse vehicles open the gate to gain access to Victoria road. I called the Island Roads call centre and a lovely female not only listened but managed to contact the district steward to come and unlock the gate which allowed the delivery to take place. The steward even called me to inform me of the fact, and the lock would be reinstated after the delivery had taken place. Well, done to the call taker and the steward for helping in the delivery of the building materials.”

PERSONAL COMPLIMENTS

- Undercliff Drive, Niton – Customer called to say thank you to the District Steward (Sam) who when he attended the site/caravan in which he was living in at the time treated the gentleman like a human being, he was kind and caring.
- Delphi Road, Shanklin – Customer wrote “Thank you for such a prompt, detailed, and informative response Maddy.”
- Woodbine Close, Newport – Customer wrote “Thank you for your very efficient help this morning and the subsequent reply. Thank you for passing the subject to the Highways team at the Council, and I await their response.” (Ella)