

## Compliments April 2016

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- On behalf of the Pondwell Residents' Association we would like to thank you and your team for the excellent work recently carried out on the pavement from Pondwell Close to Gregory Avenue. The men were always helpful and polite when any walker or cyclist needed to pass, especially when the section was completely closed to traffic. We have waited so long for this to be achieved and it is now much safer for pedestrians. It will also slow down the traffic, which we have complained about for several years. We realise this work has been carried out during a very difficult financial time which makes it even more appreciated.
- Thank you everybody who was involved in the Bullen Road Project! The standard of execution and finish is excellent and the odd banter across the fence with the guys was always welcome and in good humour. For my part I am very pleased with the drive up to our back entrance in Bullen Road, Ryde.
- What another fantastic Island roads project now complete, I know there were a lot of complaints about the colour of the bricks, but now the coping stones (I think that's the right terminology) have been placed on the top, it looks fantastic. Well done - Wootton Bridge
- Customer called today to say what a fantastic job has been done on the footways. He said the team were really efficient and really helpful he said the works need to be congratulated he said it really is a wonderful job - Wilberforce Road, Brighstone
- Customer states this morning there were two black bags ripped apart by foxes, with nappies and general rubbish all over the road and pavement. When she looked out a short while later our operatives were cleaning the area and it is now immaculate.
- Customer called to say her road has been swept and she is very impressed. Thank you for a speedy response - Worsley Road, Newport
- Thank you all for your expertise, excellent communication, politeness and good relations within the community where you have all been working so hard. The pavements and curb stones look very good and should last now for many years - Golden Ride, Freshwater
- Many thanks for your teams help for the quick response regarding the sycamore tree opposite my house - Church Street, Niton and Whitwell.
- Thanks for clearing the gutters in Caws Avenue on Friday the heavy rain we have had overnight has now run into the drains with no problem. Thanks again for a very quick response.

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- This is a copy of the email I sent to the County Press. They chose not to print it so I have forwarded it to you for your information. Thank you for all the hard work.  
----- Original Message -----  
To: [editor@iwcp.co.uk](mailto:editor@iwcp.co.uk)  
Well the re surfacing of our section of Fairlee Road is finally complete. Island Roads are too often unfairly criticised which has prompted me to write. I have nothing but praise for the way the work was carried out; yes it was noisy and seemed to go on to long but the staff were fantastic. I start off for work at 04:30 in the middle of the night! Island Roads staff were so helpful and polite even escorting me around the extensive overnight roadworks allowing me to get to work on time. Even when I phoned their office in Daish Way twice for advice on how to get around the works the operator Oliver bent over backwards to help, even phoning me back with updates. The road is now much quieter and the vibration is greatly reduced. A job well done. A big thank you to the helpful Island Roads staff I met.
- Customer wants to thank the operative who found her sons bag and purse she lost in Ryde, it is very much appreciated - Gurnard
- The customer would like to say thank you very much for arranging more cones along his road and the speed at which we have dealt with his enquiry - Brighstone
- I write to comment on how impressed I have been at the speed and standard of works carried out by the contractor GFL. Nothing has been too much trouble for them and they have been polite and accommodating. In particular I would mention Mr Stephen Callan, a Supervisor, on site. He has kept residents aware at every stage of the work and has kept on top of the workforce regarding the standard of work expected. Thank you - Wilberforce Road
- Customer thanked Island Roads for repairing within 2 hours what he called a huge pit, otherwise known as a pothole. He also wanted to thank Luke Corbet in the hub, who took his call - St Lawrence Shute.
- Island Roads have been working on the footways and in the heavy rain fall yesterday part of the kerbing area was washing away, making it difficult to enter onto their drive. Gentleman would like to thank the gang supervisor working there for their efficiency in putting ramps down to allow them to get onto the drive.
- Thank you for filling in the pothole Customer is very happy and is looking forward to sleeping at night – Clatterford Road, Newport
- The customer complimented the work we carried out yesterday and sent before and after pictures - Gate Lane, Freshwater

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- Customer would like to thank GFL for their helpfulness during the resurfacing works. They have just got on with their work and worked very hard and they have kept the residents informed - Wilberforce Road, Brighstone.
- Compliment from a lady who is very impressed with Island Roads - Old Road East Cowes
- Customer called to thank the operatives that sweep and clean his road. He states that we do a wonderful job and is very pleased with our services - St Johns Road, Ryde
- I wanted to write to you to congratulate Island Roads on the quality of the work being done at Golden Ridge on footway renewal. You may recall that at our your meeting with West Wight councillors I raised the issue that the kerb stones on this road needed to be treated differently as they sat on the concrete road rather than being set into the ground and over time broke away from the pavement leading to frequent and repeated repairs.

I am delighted to see that your contractors have taken this on board, dug into the road so that the kerb stones can be securely set, and they have made a superb job of the pavement too. I'm impressed by the speed and efficiency of the team of workers and in particular by their high standards of workmanship. As I know you normally only get brickbats from us I felt that it is only right to point out when a job is being well done – Councillor Freshwater South

- Customer called to say thank you to Ann for the speed and efficiency in which she got the green wheelie bin mess cleaned up - Alvington Manor View.
- We would be extremely grateful if you pass on our sincere thanks to Stuart Faulds and his gang for fixing the pavement outside our house - you gave us our hump back and now, even after a night of rain, our drive is no longer flooding and our passage remains dry. Right from the beginning of this little saga five weeks ago, the Island Roads team have been great and, with that in mind, we would be grateful if you would pass on our thanks to Tracy Gordon and Chris Bridger for their help. One final thank you must go to Michael Clarke (aka Mr. Daffodil), from the Contractor Team because he has not only liaised with yourselves and his company, but kept us informed, sometimes on a daily bases as to progress .
- District Steward Compliment from Cllr Downer - Sean is a good man and has been most helpful.
- The customer is very happy - we have just resurfaced the footways and the men could not have been more helpful or accommodating during this process. They make sure that residents were not too inconvenienced. Linstone Drive, Freshwater

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- Thank you Luke in the hub for your help and show of efficiency on behalf of Island Roads regarding Kings Road, Bembridge.
- Just thought I'd drop you a note to comment on the superb job your chaps have done re-surfacing Niton Road, Rookley.
- Customer would like to compliment the work force that worked on Niton Road in Rookley. The new road is very nice indeed and they have done a great job.
- Mrs Mary Cracknell rang today to say Thank you to everyone who was involved with the re-painting of the disabled bay she said she was really happy and delighted to see the new bay when she came home today she would like to pass on her thanks to everyone involved-Freshwater
- Hi I just wanted to say thanks for doing a great job on Niton Road Rookley. What a difference, brilliant! Also the many other roads completed so far. It all makes for a pleasant experience. I like the new street lighting too. May I just make an observation (not a moan) that they're more effective when on a higher lamp post? The light spreads further. Keep up the good work - Niton.
- Just to say a big 'thank you' to manager Stuart Faulds for meeting us and arranging for the tarmac resurfacing of the pavement outside my parents' bungalow in Golden Ridge. He was very helpful and his team have done a neat and brilliant job. In fact, all of Golden Ridge looks 100% better. Thank you very much!
- Thanks for clearing the gutters in Caws Avenue on Friday the heavy rain we have had overnight has now run into the drains with no problem. Thanks again for a very quick response. Compliment for Matt Shaw, District Steward, Seaview
- Customer phoned in regarding a streetlight being out and would like to say thank you to relevant department in getting this sorted so quickly. Sandown Esplanade.
- The customer would like to thank Micky and the crews on site for allowing his furniture delivery to take place, everyone was so helpful.
- Thank you for all your help and show of efficiency Micky on behalf of Island Roads. Many thanks.