

## Compliments January 2018

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- Arnold Road, Ryde – Customer called to thank us for the trimming the vegetation and commended us on how tidy it now is.
- Kern Lane, Newchurch – Customer requested Kern Lane to be swept and called to say that it has been done to a high standard.
- Castle Court, Ventnor – Customer wrote to thank us for our prompt response to his concerns over the height of a solar panel that we had installed and the professionalism of all involved in the inspection and following works to lower it.
- Newport – Cowes Cycle Path, Customer wrote “Thanks for cleaning most of the leaf litter/mud from the track in this section so quickly – it is a lot better.
- Goldings Way, Freshwater - Customer wrote “I live in Goldings Way, Freshwater. During the recent work being carried out the footpaths in this area, the men worked quickly and efficiently. They were polite and co-operative when the residents needed to get in and out of their cars; they always seemed cheerful. Congratulations on a job well done.”
- Avenue Road, Freshwater – Customer wrote “Parish Councillors and the Clerk would like to thank you all for your assistance with the Lantern Parade on Friday 1<sup>st</sup> December 2017. We are aware that the guys on site worked extremely hard to ensure completion for the 5.30pm set off from Moa Place and were delighted that we could use Avenue Road for the first time as part of this Parade. Please pass on our thanks to all involved, this was a fantastic event which was very well supported and appreciated by the Community”
- Isle of Wight – Caller rang with a general enquiry and finished off his call by saying that Island Roads were doing a great job improving the Island.
- Kennedy Close, Wootton Bridge – Customer wrote “Today a woman collapsed on the bus stop by Kennedy Close. The road maintenance guys working on a new disabled crossing in the Close rushed to assist, breaking from their industry to the unfortunate lady’s aid using their own coats to provide her with comfort. An ambulance was summoned and, I believe, one of the stalwarts rushed to get the defibrillator from outside the Wootton Parish Office. This selfless act should be noted and credit given where it is due.”
- Main Road, Newchurch – Customer called to say “She reported that the road was very muddy and slippery and was delighted to see the sweeper turn up the next morning and swept the road. She is very pleased.
- Market Street, Ryde – Customer wished to pass on their grateful thanks and appreciation onto all the relevant people who worked on this project to get it finally completed.
- Isle of Wight – Customer wrote “You have transformed many of the Island Roads – so thank you.”

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- Clarence Road, East Cowes – Customer wrote “Please could I express a “well done” to one of your colleagues. On Saturday morning (20<sup>th</sup>) a man was litter picking from underneath a hedge on the junction of Clarence Road and Britannia Way, East Cowes. The litter, Cans, Bottles etc. cannot normally be seen, except when the vegetation has died back, however he spotted it and decided to clear it out. Please pass on a commendation to him for the way in which he carries out his job, which is excellent.”
- Caws Avenue, Nettlestone and Seaview – Customer wrote “At 10am Thursday 25th a large pothole outside my property was repaired.  
This team also collected a number of large pieces of tarmac I had removed from the roadway for safety reasons and had stored on my property.  
Just one hour later another team of Island Roads employees attended at Ansell's Copse Caws Avenue and swept up a considerable amount of stone chippings and other rubbish.  
Two excellent jobs undertaken by good workmen.  
Please thank the team leaders involved.”
- Whitecross Lane, Shanklin – Customer to call to say thank you for the response he received yesterday, Mr Gransden was employed by Southern Water for 35 years as a supervisor and just wanted to pass on his thanks for the good work carried out yesterday especially the part played by the District Steward. This was relating to a dislodged cover.
- Godshill Park Road, Godshill – Thank you for sweeping the road, it has made a big difference.

### Personal Compliments

Daish Way – Customer Wrote “Dear Samantha, I have to say how good it is to receive this information through you from Island Roads. Whose idea was it, whoever it was is wonderful. Even though the items that you send may not be in our area, I will still mention them at our Meetings. Are you the Lady that members of the general public send letters of appreciation to about the work that Island Roads does in the Community like resurfacing pavements? If so I would like to show my appreciation.”