

Compliments April 2018

- Quay Street, Newport – Customer wrote “At the beginning of February, I tripped over a raised paving stone. Although I was very shocked and badly bruised, grazed and cut, I did not break anything. I was in the location recently and was very pleased to see a very satisfactory repair. THANK YOU”
- Mornington Road, Cowes – Customer got physically stuck between 2 cars, when a car shunted forward instead of reversing. Our operatives were working at the bottom of Queens Road and heard her screams and went to assist. They lifted the car up whilst someone else got her out and someone called Andrew took her to the hospital. She wanted me to pass on her thanks. She said that you were all amazing and she is so grateful. Thank you so much.
- Dunsbury Farm Lane, Brighstone – Customer wrote “thank you for getting all the vegetation cut back so quickly, made a big difference.”
- Bennett Street, Ryde – Customer wrote to say how impressed she was at our speed and efficiency in repairing a broken bollard.
- Bignor Place, Newport – Customer wrote “thank you for responding so quickly to our request about cleaning Bignor Place while no-parking in force. I couldn't believe it. No sooner requested than done and done so well too. I did manage to speak to the gentleman who did it but wanted to send it through to you all too. Thank you so much.”
- Castle Hill, Newport – Customer wrote “I have to say that I am extremely impressed with the service which Island Roads is providing.”
- High Street, Ventnor – Customer called to say how happy he was at the speed we repaired the pothole he had reported.
- Bathingbourne Lane, Arreton – Customer wrote “Please can you pass on my appreciation to the Eurovia crew who resurfaced Bathingbourne Lane PO36 OLU nearly one year ago. Prior to the road resurfacing Bathingbourne Lane would flood after heavy rain, however even after the vast amounts of rain we have repeatedly encountered during this last winter I have not witnessed any flooding problems. I would be grateful if you would thank Eurovia team for a JOB WELL DONE”
- Horseshoe Path, Northwood – Customer wrote “I am glad to say that when I walked along the path just before 10 am to-day both lots of mess had been cleared. Thank you for the prompt response
- Wellow Top Road, Wellow – Customer called to thank the crew working outside her property today, she would have thanked them herself however they had left site when she returned home. A nice cheerful team and they have made a very good job.
- Atkinson Drive, Newport – Customer called to thank the operatives for retrieving her keys from down the drain – She is so grateful.
- Ventnor Footpath, La Falsaise – Customer wrote “Many thanks for the tidy up”

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- Terminus Road, Cowes – Customer wrote “Your help & advice on behalf of Island Roads is fantastic”
- Clatterford Road, Newport – Customer called to say thank you for getting the road swept on the same day it was reported, very appreciated.
- Chale Street, Chale – Customer wrote “Thank you so much for mending our clanging grid again on Chale street, done before the first car boot sale of the year too so we were able to sleep again. Hopefully it will stay firm this time even in the huge increase of traffic. Great job done.”
- Newport Road, Northwood – Customer called to thank us for the speedy removal of an abandoned trolley.”
- Albany Road, Newport – Customer wrote “I just want to say thanks and congratulate your lovely staff working on Albany road. They’re pleasant and polite and have kept me informed of works along the way. I have a disabled child and they’re going above and beyond to make sure we are ok. Thank you.

Personal Compliments

- Grasmere Avenue, Ryde – Customer rang to thank Donna Butler & Dale from Iverde for their care and good service today.
- Sandown North – Sam - Your name was mentioned yesterday in a members’ briefing as being a role model for customer service. We all said that we wished every company that we worked with had a “Sam”.
- Macrocarpa Road, Ventnor – Customer wrote “Just a short note to say thanks for helping with the MACROCARPA road query, (Police queries tend to by their nature are always slightly weird...). You (Donna Butler) and Geoff Pidgeon are always helpful & responsive – much appreciated. You are highly regarded by my team. Thanks again,
- Samantha, thank you....and also John Barry.
I met with John Barry in Ryde West on Friday morning, and to say he is efficient is an understatement. He attends to problems and concerns in an energetic and understanding way. He is quite an outstanding ambassador for Island Roads, and has customer facing skill which I really admire.
Dealing with Island Roads as I have, always requesting things to be done, I can only say how approachable and professional you are personally, and supported by others such as John, I feel that your company goes that ‘extra mile’ in assisting my residents in Ryde West.
Thank you for all the co-operation and support that you give.