

Compliments October 2018

- Foxes Path, Sandown – Customer wrote “Thank you! The graffiti has gone. We're very impressed with your prompt action and efficient service, which we shall report at this month's Sandown Green Town Volunteers meeting. Excellent. “
- New Road, Brading – Customer called to thank us for a speedy response in fixing a tourist sign.
- Priory Drive, Nettlestone – Customer wanted to praise the recent resurfacing works. He says he spoke to the district steward and asked for a number so he could call us and express his thanks to all involved. He says it's a wonderful change, great for riding his motorbike on and so good that he told residents to go walk on it in their slippers.
- Clatterford Shute, Newport – Customer wrote “Many thanks for replacing the "Road closed " sign etc.' Very much appreciated”
- New Barn Road, East Cowes – Customer from Dorset contacted us to say he has just driven down the newly resurfaced New Barn Road in East Cowes. His comments were “Wow, What a difference! Well done Island Roads!”
- Military Road, Brighstone – Customer wrote “Roadwks have now finished, want to say that they have done an excellent job. The whole crew were wonderful. Initially concerned when we received the letter, 24 hours etc, but no, it's been an excellent job thank you.”
- Isle of Wight – Customer wrote “Our cycling club (based in the Petersfield area) usually rides 'round the island' once a year and we would just like to say what a brilliant improvement has been made on the road surfaces in the last year or so - so much so that some of us came across again last week. Everyone very impressed, it's actually much safer and more enjoyable to ride now. May come back again later in the year. Good stuff, much appreciated.”
- North Road, Shanklin – Customer wrote “Good morning
A rare novelty I expect but I just wanted to thank you for sorting out our street cleaning. The chaps turned up today at about 8.20 and made a lovely job of clearing our gutters. You may recall that we have parking allowed outside some of our properties until 8am and a pre 8am clean was missing us every time. There was even a chap directing the event. Thank you again – we look much tidier now.”
- Mill Street, Newport – Customer wrote “Amazing response! Lads are here sorting”
- Afton Barns, Freshwater – Customer called to say thank you very much for the job done on the drive. We have done a lovely job and they are very pleased indeed.
- Church Road, Shanklin – Customer wrote “Many thanks for deploying your resources so quickly. I am pleased to report the good people of Church Road say thank you”
- Upper Lane Path, Brighstone – Customer wrote “Resurfacing of the road, Mr Downer would like to congratulate all the guys on a great job, he said he can't praise them enough for their kindness and politeness, they have been very helpful even helped and carried their shopping back for them. Lots of praise.”
- Isle of Wight - I cycle a fair amount around the Island, and I must say what a pleasure it is when I meet one of your lovely smooth new roads. Your work is much appreciated.
If you take requests, I would like to ask that Arctic Road in Cowes be added to the schedule.

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- Heath Gardens, Lake – Customer wrote “Thank you for your prompt action in removing the fly tip.”
- Ability Dogs 4 Young People Charity wrote to thank Island Roads for their continued support.
- St Thomas Square, Newport – Customer wrote “Can I ask you to pass on my thanks to your team for their efforts on Saturday. They not only did an excellent job but did so in a very cheery manner which certainly made my life easier on the day”
- Birch Close, Freshwater – Customer called to thank us and congratulate us on our fantastic work on the footways here. She said they have done an amazing job and she is very happy.
- Stroud Road, Freshwater – Customer wrote “I write to thank you for doing such a good job with resurfacing Camp Road and Stroud Road in Freshwater recently. What amazing machines were used! We are very pleased to have this completed and so well done. We have lived in Stroud Road for over 50 years and actually cannot recall when it was all last done. Thank you very much.”
- Morton Road, Brading – Customer called to say “2 Operatives working in Van KU18 FCB - TM caller wanted to say how efficiently and speedy the 2 operatives were working”

Personal Compliments

- Military Road, Chale – Customer wrote “Just to say thank you for the fine service I have experienced from one of your employees. I'm sure given your difficult task of resurfacing the Island you must frequently be on the receiving end of complaints from unhappy people. In this case I would like to compliment you for your help in keeping our business going whilst works take place around us. I recently met John McCauley at your mobile info bus. He explained about the plans during the military road phase scheme & how it may affect us. Since works started last week we have taken a significant drop in trade. On investigation I was disappointed to see that the 'road closed' signs were placed by Chale green stores & also by Chale church - with the road totally closed from the northern route that made us totally inaccessible by car unless coming from Niton. John had given me his direct number in case of any problems. I phoned him yesterday to explain that our customers had no way of knowing that we are still accessible. He informed me that he would have specific 'Wight mouse open' signs made & placed in the two positions & kept me up to speed by phone on progress. I'm pleased to say they were in place by this morning, thank you. I understand that we will suffer inconvenience throughout these improvements but appreciate that all is for the better once completed. It has been refreshing to deal with your representative who has been willing & able to help.
- St Luke's Cemetery, Bembridge – Customer wrote “On behalf of our Priest in Charge, the Parochial Church Council and indeed the whole community of Bembridge, I am writing to thank Island Roads for their incredible help in clearing St Luke's Churchyard yesterday. Nigel Smith and his team worked tirelessly to clear years of overgrown brambles and undergrowth and clear and tidy the war graves in the cemetery it has made a real difference and we are very grateful. The team's cheerful attitude and willingness to adapt to our requests was much appreciated, they are a credit to you. Many thanks once again”
- Isle of Wight – Customer wrote “This is great, Lorraine – thank you”