

## Compliments November 2018

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- Lake Hill, Lake – Customer wrote “3 days ago, I emailed you about the bin and have just noticed that the bin has been replaced. I am sure that it was a complete coincidence and that you were doing it already but thank you so much for doing this. Now we just need to hope that it doesn't get "moved" again and that people use it.  
Many thanks again”
- Corbett Road, Ryde – Customer called to say thank you for arranging ABV to be removed. He is very happy this has now gone”
- Newport Road, Lake – Customer wrote “Would like to say thank you for clearing the mess up so promptly - Please pass on thanks to cleaning crew”
- Drake Road, Newport – Customer called to say a big thank you for resurfacing Drake road, it is so much better. It's marvellous, tremendous in fact! It makes the whole area look so much better.
- Esplanade, Sandown – Customer wrote “I walked along the seafront yesterday morning and couldn't believe how tidy everywhere looked, especially after the mess caused by the high tides the day before. Everything that I had piled up, together with all of the seaweed, had been removed and swept tidy.  
Please say a huge thank you to everyone involved for a job very well done”
- High Street, Shanklin – Customer wrote “Just a quick email to thank you and the team for the barriers and road closure during our service in Shanklin today, we had around 600+ in attendance. Please pass on my thanks to all the operatives.”
- Military Road, Chale - Customer wrote “This e-mail is to congratulate all concerned with the carriageway strengthening and surface work on the Military Road We live in PO38 2JE area, phase 4 of the project and found communication with your information centre and crews to be very friendly and helpful.”
- Main Road, Newchurch – Customer wrote “Yes, the works were agreed and have to say your colleagues were courteous and sympathetic to the issues raised. There has been no time agreed for the work, but as agreed 'no one will die', and am happy to wait for when the best time for the work to be carried.  
I would like to say I am impressed by first your response to the complaint and the attention to this matter. I have not had reason to contact your company before and want to express my gratitude and please ensure you are all mentioned in despatches to management.”
- Isle of Wight – Customer wrote “A big thank you to all at Island Roads that have helped with the installation of the Parish Council's new seat - much appreciated.”
- Military Road, Chale – Customer wrote “Thank you for your invitation. I will not be able to attend, as I shall be at the golf club. I would like to thank you for keeping me updated with progress and thank the staff on site for their help and courtesy. Good luck with the opening ceremony.”
- Isle of Wight – Customer wrote “Having had conversations this morning with the arrogant and rude Council and Paybyphone agents, may I compliment you on a fantastic, understanding and empathetic response by the person answering your helpline. If you are that lady, please forward this to your management.”

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- High Street, Sandown – Customer called to say thank you for pruning the trees. They said it has made them so happy.
- Wroxall Close, Northwood - Customer wrote “Thank you very much for your email . I saw the chap doing the marking, very nice and sited it just where I would have wanted so very pleased.”
- St Marys Road, Brading – Customer wrote “Just a quick line to thank you for your prompt response/action last week on the Kyngs Town Estate, Brading – where a resident had asked if leaves around the estate could be swept up as they posed a slipping hazard for elderly residents. It was such a great surprise to find how quickly this had been actioned – with resultant very happy local residents. A big thank you to the team involved.”
- Military Road, Chale – Customer called to say he and his friends were riding along Military Road on Sunday and would like to commend us on a good job.
- Military Road – Customer called to thank IR for the road opening ceremony. She loved the vintage bus ride from IW Pearl to IW Mouse and the herd of jersey cows on the way back. It was a super day – thank you.
- Pan Lane, Newport – Customer called to say that during the works on the footways, he needed access at all times as he picks up a disabled lady. He wanted to say that the operatives were so good, kind and understanding. Not once did they hold him up or complain. He said there was one occasion when he could not get on his drive because of a big lorry parked in front of it. But a gentleman came and took the lady's arm without hesitation and helped him walk the lady through to the property, along with a little light-hearted banter. He said that they have done a wonderful job and he just wanted to make sure that they were thanked.
- St Marys Road, Brading – customer called to compliment us on how the repairs to her driveway were handled.
- Long Lane, Newport – Customer called requesting that his thanks be passed on to all those involved in the prompt clearing of the gullies.

### PERSONAL COMPLIMENTS

- Access to Ashley Cemetery – Customer wrote “I just wanted to say a quick thank you to Island Roads (John and Connor) who were very helpful in allowing an ashes interment to take place in Ashley Cemetery on 20th November even though there were road works taking place. It was greatly appreciated by ourselves and the family “