

## Compliments March 2019

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- Nunnery Lane, Newport – Customer would like to say a big thank you for the cleansing that was carried out to the three roads and possibly more in the area. Has made such an improvement to her daily route as she cycles these roads most days.
- St Edmunds Walk, Wootton Bridge – Customer called to thank us for completing the works to the footways outside their property. He says he is very pleased with the works and also complimented the workers on site saying they were all very friendly and polite. He had previously complained about the condition of the footways and so feels it is only right to pass on his compliments now they have been improved.
- Isle of Wight – Customer wrote “I want to start by expressing my admiration for the ‘report it online’ system on your website. I have examined many such systems in the South of England (notably Hampshire Highway, Somerset Highways, Dorset, Devon, Cornwall and more) and I find your system is far superior to theirs.
- Ferncliffe Gardens, Sandown – Customer wrote “Thank you again! I cannot fault the excellent customer service that Island Roads provides. To have gone already and sorted the tree is either very prompt or he was going anyway! Thank you for answering all the points”
- High Street, Ryde – Customer said he would like to put on record how helpful and polite our guys have been throughout the works on the High Street in the vicinity of Bank Gardens where he lives. He said even during the trying times he was very impressed with them.
- Daish Way, Newport – Customer wrote “just a quick note to say a big thank you to the team for yesterday’s visit to the Rookley Home-ed group. The kids and the parents really enjoyed it. The film/presentation was really good – and the two ladies kept the kids’ attention throughout. The cones & hats were a lovely touch.  
We were asked if there was anything that could have been improved upon – but really couldn’t think of anything.  
It all went very well – the interaction was brilliant, and the kids were enthusiastic with replies etc.  
Thanks again,
- Star Street, Ryde – Customer wrote “I would like to say a big thank you for your team’s assistance when we collected one of our patients from Star Street in Ryde on Tuesday. Our driver said that your team were very accommodating and helpful.”
- Granville Road, Totland - A big thank you for the response to my phone call yesterday afternoon, about my need to be able to get out on Thursday morning in order to take a funeral. The pavement has been resurfaced this morning, and I am very grateful that any anxiety I had has been alleviated.
- Isle of Wight – Customer wrote “Would like to pass on my compliments with regards to the superb condition of the Roads.  
This weekend 10 cyclists joined me on the island from the mainland and completed a 70 mile ride. They all commented on how good the roads they ridden in were the smoothest and best they have used. They have cycled all over the UK. I’m an island resident and feel lucky as a cyclist to have the excellent road surfaces. All 10 of them went back to the mainland wishing their town's had roads like ours. Once again thank you and keep up the great work.

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### PERSONAL COMPLIMENTS

- Hi Sabrina, I expect you have heard what a magical day it was for everyone involved in my brother's bench on 26 February, and hopefully you have seen the write-up and photos. It was also great for me to meet Dave Wallace and put a face to the voice I've spoken to over the weeks. It would have been nice to meet you, but someone has to hold the proverbial Fort !!

Thank you so much for your help and kindness over the past weeks. The bench is beautiful, and my brother was the first to sit on it, as planned.

- Undercliff Drive, Ventnor – Customer was extremely impressed with Andrew Tunnicliffe's response to his concerns over resurfacing works in Undercliff Drive.