



Introducing Starfish Construction

RE: Introducing Starfish Construction RE: Cladding Remediation Works – 16–18 Marshalsea Road, London, SE1 1HL

Dear Resident,

We are writing to inform you of the upcoming cladding remediation works, which form part of essential safety improvements across the development.

Starfish Construction have been appointed to carry out the removal and replacement of the existing render & stonework facade systems at **16–18 Marshalsea Road**, including works to the elevations facing **Disney Place, Disney Street** and **Redcross Way**. Our aim is to deliver a safer, more resilient, and fully compliant building envelope while keeping you informed and minimising disruption throughout the programme.

Project Timeline and Location

- **Welfare Setup** From **15 June 2026**, our team will be setting up the **welfare area** at the rear of the building on **Disney Street** to support ongoing works.
- **Duration:** 24 weeks
- **Working Hours:** Monday–Friday, 8am–5:00pm (*Workforce arrives at 7:30am; noisy works will not begin before 8:00am*)
- **Occasional Saturday working** may be required
Location: 16–18 Marshalsea Road, London, SE1 1HL

Scope of Works

- **Removal of existing facade materials** including render, insulation, and any non-compliant components.
- **Installation of a new compliant external wall system**, including non-combustible insulation and upgraded fire-stopping.
- **Localised structural repairs** where required following strip-out.
- **Installation of upgraded stone cills and head extensions** to improve performance and appearance.
- **Full-depth cavity insulation** to enhance fire safety and energy efficiency.
- **Dust and noise control measures** to minimise disruption.
- **Cleaning of external facades** on completion.
- **Safe access always maintained** for residents and visitors.
- **Regular liaison and updates** throughout the project.

These works are essential to ensure long-term safety, compliance, and building performance.

Expected Disruptions

- **Increased noise** from drilling and facade removal
- **Temporary footpath diversions** around Marshalsea Road, Disney Place, and Redcross Way
- **Delivery vehicles** entering/exiting the site
- **Dust control measures**, though minor disturbances may still occur
- **Reduced parking or loading access** where required for safety
- **All works** will comply with strict health, safety, and environmental regulations.

Scaffolding & Access

To safely access all elevations, scaffolding will be erected around the building.

Key features include:

- **Full perimeter scaffolding**
- **Goods hoist** for material movement

Walkway tunnels at:

- Marshalsea Road main entrance
- Disney Place
- Redcross Way

If you have any questions or would like more information, please feel free to get in touch with Courtney Greatorex your resident liaison officer at cgreatorex@starfishltd.com or 07939894015 — she'll be more than happy to help!



Weekly Progress Update Week Ending: Friday 18th September 2026

Thank you for your continued cooperation and patience while works continue at Borough Place. This week has seen significant progress across several areas of the project, with key external refurbishment activities reaching important milestones and preparations underway for the next phase of works.

Site Progress Highlights This Week – Week Ending 25/09/2026

Site Progress - Stone Cill Installation Progressing Well

- **Stone cill installation** was successfully completed on **24th September**, marking a major milestone within the façade improvement programme.
- **Pointing works to the newly installed stone cills** have now been completed, providing a high-quality finish and enhanced weather protection.
- **Concrete repairs to existing cills** are now complete, strengthening and restoring affected areas across the building.
- **EPDM waterproofing installation** continues to make excellent progress, with approximately **85% of works now completed** across all elevations.
- **Boiler flue replacement works** have now been completed, with all planned installations successfully carried out.

What Residents Can Expect Next Week – Week Commencing Monday 28th September 2026

- **Stone head installation** will commence, forming the next stage of the façade enhancement works.
- **Render application works** will begin following the completion of stone head installations.
- **EPDM waterproofing installation** will continue across the remaining areas as the team works towards completion.

Message From the Starfish Team

We are pleased to see several key elements of the refurbishment programme reaching completion this week, including the stone cill installations, associated pointing works, concrete repairs and boiler flue replacements. Thank you for your continued patience, cooperation and support throughout the project. Whether by providing access when required or following site safety guidance around working areas, your assistance plays an important role in helping the works progress safely and efficiently.

As we move into the next phase of facade improvements, we remain committed to keeping residents informed and minimising disruption wherever possible.

Thank you again for your understanding and continued support.

If you have any questions or would like more information, please feel free to get in touch with Courtney Greateorex your resident liaison officer at cgreateorex@starfishltd.com or 07939894015 — she'll be more than happy to help!



Important Notice: Gas Safety Inspection and Boiler Flue Replacement Works

Date: 25/09/2026

Dear Resident / Leaseholder,

As part of the ongoing cladding remediation works at Borough Place, our appointed Gas Safe registered contractor, **Pipeworks**, has now successfully completed all planned **boiler flue inspections and replacement works** throughout the building. These works were an important part of the wider remediation programme, ensuring that boiler flues are fully compatible with the new external wall system and meet current safety, fire protection and weatherproofing requirements.

Thank You

We would like to extend our sincere thanks to the residents of **Properties 1, 2, 3, 4, 5, 6, 7 and 8** for providing access to their homes and supporting the successful completion of these works.

Your cooperation, patience and assistance have enabled the programme to progress safely, efficiently and with minimal disruption. We greatly appreciate the support shown by all residents throughout this process.

Contact Details

Should you have any questions regarding the wider remediation works, please do not hesitate to contact me. I am here to support all residents and leaseholders throughout the project and will be happy to assist in any way I can.

Kind regards,

Courtney Greatorex

Resident Liaison Officer

Starfish Construction Ltd

Mobile: 07939 894015

Email: cgreatorex@starfishltd.com

If you have any questions or would like more information, please feel free to get in touch with Courtney Greatorex your resident liaison officer at cgreatorex@starfishltd.com or 07939894015 — she'll be more than happy to help!



Photographic Evidence



Ongoing Concrete repairs to Stonework



Ongoing EPDM Installation



EPDM installation to the reveals



EPDM installation to the reveals

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The Information Above outlines the initial stages of the remediation works to Borough Place. For more detailed information on the project including specific start dates and durations relevant to your apartment.

please contact me at **CGreatorex@starfishltd.com** or by telephone on **07939 894015**, providing the following information:

- Name
- Email address
- Telephone number
- Occupancy type (Leaseholder/Renter)

We greatly appreciate your cooperation and patience while these important safety works are carried out. Our team is committed to minimising disruption and keeping you fully informed throughout the project.

Yours Sincerely

Courtney Greatorex
Resident Liaison Officer
T: 07939 894015
E: CGreatorex@starfishltd.com

Visit Our Dedicated Residents and Stakeholders Hub

Starfish Construction is delighted to bring you this dedicated online resource designed exclusively for residents and stakeholders. We aim to provide you with valuable information about the project, the work to be carried out, schedules, introduce the project team, and, most importantly, ensure your safety and well-being throughout the construction process.

Two areas serve as your primary source of information and updates throughout the project – **The Residents and Stakeholders Hub** and the **Updates and Announcements section**.

You can sign up to receive any project updates and announcements by visiting the website address below or by scanning the QR code with your compatible device.

<https://www.starfishconstruction.com/borough-place-hub>



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