



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 2nd October 2026

Thank you for your continued cooperation and patience while works continue at Borough Place. This week has seen several key elements of the facade improvement programme successfully completed, with preparations continuing for the next phase of enhancement works.

Site Progress Highlights This Week – Week Ending 02/10/2026

Site Progress - Major Milestones Achieved

- **Concrete repairs to existing cills have now been fully completed across the building.**
- **Stone cill installation works are now complete, marking a significant milestone within the façade refurbishment programme.**
- **EPDM waterproofing installations have now reached 100% completion across all elevations, providing enhanced weather protection and durability.**
- **Gas flue installation works have been successfully completed, with all planned replacements now in place.**
- **A Resident Information Meeting was held on 29th September 2026, providing residents with an opportunity to discuss the project and ask questions. We are pleased to report that no issues were raised requiring action from the Starfish team.**

What Residents Can Expect Next Week – Week Commencing Monday 5th October 2026

Facade Enhancement Works

- **Stone head installation works** will continue across the building as part of the next phase of the facade improvements.
- **Render application works** are scheduled to commence following completion of the stone head installations.
- The project team will continue working towards resolving the remaining outstanding items and obtaining the final information required to complete the Borough Place refurbishment programme.
- Scaffold adaptations will be undertaken to facilitate the safe installation of the new stone heads and support ongoing façade works.

Message From the Starfish Team

We would also like to extend our sincere thanks to all residents who attended the Resident Information Meeting on 29th September. Your engagement and support are greatly appreciated, and it was encouraging to receive positive feedback with no project concerns requiring further action.

As we move into the next stage of the facade enhancement programme, we remain committed to keeping residents informed and minimising disruption wherever possible. Thank you for your continued patience, cooperation, and support while these important improvements are carried out.

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 Greatorex your resident liaison officer at cgreatorex@starfishltd.com or 07939894015 — she'll be more than happy to help!



Photographic Evidence



New Head Stonework Installed



Ongoing EPDM Installation

Photographic Evidence



Completed Stone Cill & Concrete repair



Completed Stone Cill & Concrete repair

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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>



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!



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.

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