



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.
- **Scaffolding Installation:** Start 22/06/2026 (approx. 4 – 6 Weeks)
- **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: 26th June 2026

Residents' Work Notice Week Ending 3rd July 2026

The project has continued to progress this week as we move through the early stages of the programme. Despite periods of poor weather, key access and setup works have advanced well. Thank you for your continued cooperation — your support helps us maintain a safe, efficient and well-coordinated site.

Progress Highlights This Week – Week Ending 03/07/2026

Site Progress

- Scaffolding construction is ongoing across Phase 1 – Marshalsea Road elevation.
- Gantry erection commenced on 02 July 2026, providing safe access routes for upcoming facade works.
- Welfare facilities are fully operational, including office space, rest areas and secure storage for the site team.

What Residents Can Expect Next Week – Week Commencing 6th July 2026

Scaffolding & Access

- Continued scaffold erection to **Phase 1 – Marshalsea Road elevation**.
- Continued gantry erection to support safe movement of materials and operatives.
- Marshals will be present to support safe pedestrian movement and manage any temporary diversions around active work areas.

Internal Dilapidation Surveys

- As part of our standard compliance process, internal dilapidation surveys will take place next week Monday 06/07/2026 & Tuesday 07/07/2026. These short visits help us record the existing condition of each property before works begin.

A formal notice has been issued to all residents:

Please be assured that **every effort will be made to minimise disruption** to the local community. All works will be carried out in accordance with strict health, safety, and environmental regulations, and noise levels will remain within the limits set by the local authority.

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!



Formal Notice: Internal Dilapidation Surveys

Dear Resident,

This letter serves as formal notification that internal dilapidation surveys will take place at Borough Place between:

Monday 6th July 2026 to Friday 10th July 2026.

These surveys form an essential part of the project's compliance and quality-assurance process.

Each visit is short and typically lasts no more than 10 minutes. During the appointment, The Site Manager, Geanina Rusu will:

- Introduce themselves
- Conduct a brief inspection of internal areas
- Take photographs of walls, windows and other relevant surfaces

The purpose of these photographs is to document the pre-works condition of your property. This ensures full transparency and enables us to address any accidental damage that may occur during the construction works.

You will be notified in advance of your appointment, and every effort will be made to accommodate your availability.

Should you have any questions, please contact the Resident Liaison Officer directly.

Yours Sincerely,

Courtney Greateorex Resident Liaison Officer

Starfish Construction M 07939894015

E CGreateorex@starfishltd.com

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!



Photographic Evidence

Phase 1 Marshalsea Road Elevation



Phase 1 Disney Place



Gantry installation along Marshalsea Road and scaffold erection to the Disney Place elevation provide safe access for the team and secure pedestrian routes.

Welfare Setup – Completed

Location: The welfare area is positioned at the rear of the building on Disney Street, as outlined in the introduction letter.



Welfare Setup & Compound Establishment – Completed

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!



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>



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.

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!