



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 4th September 2026

Thank you for your continued cooperation and patience while works continue at Borough Place. Following the Bank Holiday, the team returned to site and made good progress on the next phase of the external improvement works.

Site Progress Highlights This Week – Week Ending 04/08/2026

Site Progress

Stone Cill Installation Progressing Well

- **Pest control** — Traps have been set within communal areas as part of ongoing preventative maintenance.
- **Stone cill installation** — Installation has now commenced across the elevation, marking an important step in the external works sequence.

What Residents Can Expect Next Week – Week Commencing Monday 7th September 2026

- **Stone cill installation** will continue throughout the week, moving systematically along the elevation.
- **The Team will also carry out associated protection works** to ensure safe access and working conditions while installation progresses.

Message From the Starfish Team

Thank you for your continued cooperation across Borough Place. Your support - whether providing access, adjusting routines, or taking extra care around active work areas plays a vital role in keeping the programme safe, coordinated, and progressing smoothly.

As we move into September, please continue to take care around active work zones and keep your home ventilated where possible during warmer periods. We truly appreciate your patience and understanding and remain committed to keeping you informed every step of the 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!



Mice Investigation & Pest Control – Detailed Update (04.09.2026)

Pest Control Update

As part of our ongoing commitment to maintaining a safe and clean living environment, EcoCare Pest Management carried out a scheduled pest control inspection and monitoring visit at **16-18 Marshalsea Road** on **27 August 2026**.

- During the inspection, all external rodent bait stations located around the building, including those positioned near the bin storage area and scaffolding, were checked and assessed. The contractor confirmed that **no evidence of current rodent activity was identified** and the site continues to be classified as **low risk**.
- As a preventative measure, the existing bait stations were serviced and replenished where required to ensure continued monitoring and control. A total of six external bait stations remain securely in place to help protect the building and identify any future activity at an early stage.
- The inspection also confirmed that there were **no environmental concerns, hygiene issues, or housekeeping matters requiring attention** at the time of the visit.
- Regular monitoring will continue as part of the site's ongoing pest management programme. Residents can help prevent pest activity by:
 - Disposing of household waste responsibly and using designated bin areas.
 - Ensuring refuse bags are securely tied.
 - Avoiding leaving food waste or bird feed outside the building.
 - Reporting any signs of rodents or pest activity promptly.
 - If you notice any pest activity or have concerns regarding pests within the building, please contact the site team or your Resident Liaison Officer so that the matter can be investigated and addressed as quickly as possible.

For further information regarding the pest control programme, residents can contact:

EcoCare Pest Management

📍 124 City Road, London, EC1V 2NX

☎ 020 8146 1490

✉ info@ecocare-management.com

🌐 www.ecocare-management.com

We will continue to provide updates through future newsletters following routine inspections and monitoring visits.

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

Stonework



A photo of New Stone Cill

Stonework



A photo of new Stone Cill

Stonework



A photo of new Stone Cill

Stonework



A photo of new Stone Cill

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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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