



## 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](mailto:cgreatorex@starfishltd.com) or 07939894015 — she'll be more than happy to help!



## Weekly Progress Update Week Ending: 10th July 2026

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

## Progress Highlights This Week – Week Ending 10/07/2026

### Site Progress

- Continued scaffold erection to **Phase 1 – Marshalsea Road elevation**.
- Gantry erection continued across **Phase 1**, supporting safe access routes for upcoming façade works.
- **Temporary power installation** has commenced on site.
- **Internal dilapidation surveys** have been carried out for Apartments **3, 4, 5, 6 and 8**, as well as **Commercial Unit A**.
- 

## What Residents Can Expect Next Week – Week Commencing 13<sup>th</sup> July 2026

### Scaffolding & Access

- Scaffold erection will commence to **Phase 2 – Marshalsea Road elevation**.
- Hoist installation will begin to support safe movement of materials and operatives.
- Temporary power supply installation will be completed.
- Pull tests for coping details will be carried out as part of the compliance process.

### Internal Dilapidation Surveys

- Surveys will continue next week for Apartments **1, 2, 7 and 9**. These short visits help us record the existing condition of each property before works begin and form an essential part of our compliance process.
- **Remaining properties:** If your apartment has not yet been surveyed, please contact your Resident Liaison Officer to arrange an appointment. All surveys must be completed by **Friday 17th July 2026**.

**Resident Liaison Officer:** Courtney Greateorex M: 07939 894015 E: CGreateorex@starfishltd.com

## Message From the Starfish Team

Thank you for your continued cooperation across site. Whether it's adjusting routines, following temporary diversions, or taking extra care around active work areas, your support makes a real difference. It helps us maintain a safe, well-coordinated and efficient programme as we move through each stage of the works.

With warmer weather expected over the coming days, please take extra care to keep your home ventilated where possible and stay cool during hotter periods, especially while balcony access remains restricted.

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 Greateorex your resident liaison officer at [cgreateorex@starfishltd.com](mailto:cgreateorex@starfishltd.com) or 07939894015 — she'll be more than happy to help!



## Formal Notice: Internal Dilapidation Surveys

### Dear Resident,

This letter serves as an updated notification regarding the internal dilapidation surveys taking place at Borough Place. Surveys have now been successfully completed for Apartments 3, 4, 5, 6 and 8, as well as Commercial Unit A. Thank you to those residents for their cooperation.

**These surveys form an essential part of the project's compliance and quality-assurance process. Each visit is short — typically 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**

These photographs are taken solely to document the pre-works condition of your home. This ensures full transparency and enables us to address any accidental damage that may occur during the construction works.

### Remaining Properties – Action Required

If your apartment has not yet been surveyed, please contact the Resident Liaison Officer as soon as possible to arrange an appointment. **All remaining surveys must be completed by Friday 17th July 2026.**

Resident Liaison Officer: Courtney Greatorex M: 07939 894015 E: [CGreatorex@starfishltd.com](mailto:CGreatorex@starfishltd.com)

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

**Yours sincerely,** Courtney Greatorex Resident Liaison Officer Starfish Construction

## Photographic Evidence

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](mailto:cgreatorex@starfishltd.com) or 07939894015 — she'll be more than happy to help!



**Phase 1 Marshalsea Road Elevation**



**Phase 1 Disney Place**



**Welfare Setup & Compound Establishment – Completed**

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



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 [cgreator@starfishltd.com](mailto:cgreator@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](mailto: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](mailto:cgreatorex@starfishltd.com) or 07939894015 — she'll be more than happy to help!