



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 14th August 2026

Thank you for your continued cooperation across Borough Place. Although works have paused this week while we await material deliveries, the project remains ahead of programme and preparations are in place for the next phase to begin shortly.

Site Progress Highlights This Week – Week Ending 14/08/2026

- The team has continued monitoring site conditions and preparing for the next stage of works.

What Residents Can Expect Next Week – Week Commencing Monday 17th August 2026

- No works are programmed for this week while the team awaits the arrival of materials.
- The project remains **ahead of programme**, and works will resume once materials are delivered to site.
- Further updates will be shared as soon as activities recommence

Upcoming Works – Starting Tuesday 25th August 2026

A team will return to site on **Tuesday 25th August** to begin **stone installation works**.

Works will commence on: **Disney Street elevation**, and **Redcross Way elevation**

This marks the start of the next major phase of the facade remediation programme.

Mice Investigation – Summary of Findings – 14.08.2026

- **Mice Investigation – Summary of Findings**
- Following reports of mice within several apartments, the Starfish project team (including myself) completed a full site walk and photographic review on **14.08.2026**.
- The investigation confirmed:
- **No holes or openings have been left exposed** from our works.
- All areas where render and insulation were removed have been checked thoroughly.
- There is **no evidence** that Starfish's works have caused or contributed to the presence of mice.
- Mice can naturally inhabit cavities, bin stores and other structural spaces within buildings, and internal pest issues would normally fall under the resident or landlord.
- To support residents, Starfish has arranged a **pest control appointment** as a goodwill gesture:
- **Pest Control Appointment Thursday, 20th August 2026 Arrival window: 12:30 – 13:30 Location: 16–18 Marshalsea Road, London SE1 1HL**
- A full report and supporting photographs have been shared with all residents.

Message From the Starfish Team

Thank you for your continued cooperation across Borough Place. Your support from providing access to adapting day-to-day routines plays a vital role in helping the team work safely and efficiently as we move through each stage of the programme.

As the warmer weather continues, please keep your home ventilated where possible and take steps to stay cool, particularly while balcony access remains restricted.

We're grateful for your patience, understanding, and the way you've worked with us so far. The team remains committed to keeping you informed, minimising disruption wherever possible, and ensuring the project progresses smoothly.

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

Phase 1 Marshalsea Road Elevation



A photo of the Scaffold erection complete

Phase 1 Disney Place Elevation



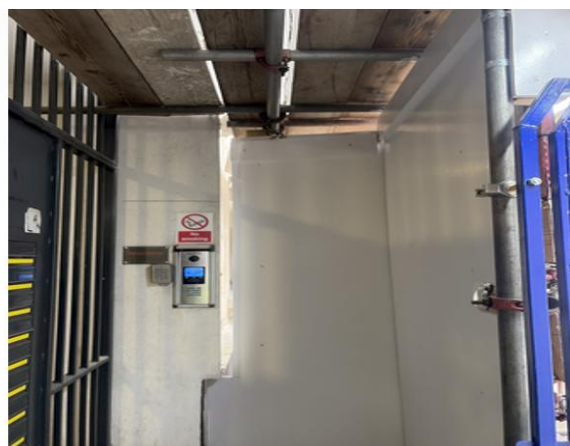
A photo of the Scaffold erection complete

Gantry



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Gantry



Greatorex your
help!



A photo of the **protective gantry and hoarding** surrounding the building entrance, ensuring residents can enter and exit safely while construction works take place above.

A photo of the **protective gantry and hoarding** surrounding the building entrance, ensuring residents can enter and exit safely while construction works take place above.

Photographic Evidence

Phase 1



A photo of the Phase 1 wall where **old render has been safely removed**, helping the team prepare the building for the next stage of external upgrades.

Phase 1



A photo of a window on Phase 1 with protective sheeting installed, safeguarding glazing and frames while render removal takes place around the opening

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 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

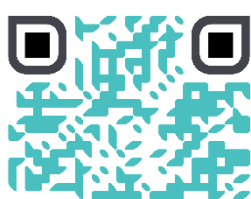
Starfish Construction is delighted to bring you this dedicated online resource designed exclusively for residents and stakeholders. We aim to provide you with valuable information about the project, the work to be carried out, schedules, introduce the project team, and, most importantly, ensure your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

VISIT THE HUB



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