



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 18th September 2026

Thank you for your continued cooperation and patience while works continue at Borough Place. This week, the team has made good progress across the building, with external improvement works continuing to advance steadily.

Site Progress Highlights This Week – Week Ending 18/09/2026

Site Progress - Stone Cill Installation Progressing Well

- **Stone cill installation** continues across all elevations and is progressing well, marking another key milestone in the external refurbishment programme.
- **Concrete repairs** to existing cills remain ongoing, helping to strengthen and restore affected areas ahead of the completion of associated works.
- **EPDM installation works** have continued across the building, with two elevations now completed.

What Residents Can Expect Next Week – Week Commencing Monday 21st September 2026

- **Stone cill installation** will continue across all elevations.
- **Concrete repairs to cills** will remain ongoing as part of the facade improvement works.
- **EPDM installation works** will continue across the remaining elevations.
- **Boiler flue replacement works** will continue, with resident appointments currently being scheduled where access is required.

Message From the Starfish Team

Thank you for your continued support and cooperation throughout these improvement works. Whether it is providing access when required, following site safety guidance, or simply showing patience while works are underway, your support helps the project progress safely and efficiently. We would also like to thank the residents of **Properties 2, 3, 4, 5, 7 and 8** for accommodating the recent boiler flue replacement appointments. Your cooperation has helped the programme progress smoothly and safely.

As works continue, we kindly ask residents to remain mindful of active working areas and any temporary safety measures in place around the building. We are pleased to see good progress being made and remain committed to keeping you informed every step of the way.

Thank you again for your patience and understanding.

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 or 07939894015 — she'll be more than happy to help!

**Important Notice: Gas Safety Inspection and Boiler Flue Replacement Works****Date: 18/09/2026**

Dear Resident / Leaseholder,

As part of the ongoing cladding remediation works being carried out to your building, our appointed Gas Safe registered contractor, **Pipewerks**, has now commenced the gas-related inspections and boiler flue replacement works where required. These works form part of the wider remediation programme and are necessary to ensure that boiler flues are correctly integrated with the new external wall system. Replacing the affected flues will help ensure compliance with current safety standards, fire safety requirements, weatherproofing requirements and the completed façade design.

Progress Update

We are pleased to confirm that boiler flue inspection and replacement works are now underway.

We would like to extend our sincere thanks to the residents of **Properties 2, 3, 4, 5, 7 and 8** for providing access to their homes and supporting the successful completion of the works carried out to date. Your cooperation is greatly appreciated and helps the wider remediation programme progress safely and efficiently.

Ongoing Appointment Programme

Our contractor, **Pipewerks**, will continue attending site over the coming weeks to complete the remaining inspections and boiler flue replacement works.

If you have not yet been contacted, appointments are currently being scheduled and a member of the team will be in touch shortly where access to your property is required.

Access to your property is essential to allow the engineer to inspect and carry out any necessary works to your boiler flue system and to avoid delays to the wider remediation programme.

Why Are These Works Required?

As part of the cladding remediation programme, all affected boiler flues must be assessed and replaced where necessary to suit the new external wall construction. These works are associated with the ongoing façade remediation and are being completed to ensure the flue installation remains safe, compliant and fully compatible with the replacement cladding system.

If You Are Unable to Attend

If you are unable to provide access for your allocated appointment, please contact me as soon as possible so that alternative arrangements can be made. Timely access is important to enable the works to be completed efficiently and minimise delays to the programme.

Contact Details

Should you have any questions regarding the works, please do not hesitate to contact me. I am here to support all residents and leaseholders throughout the project and will be happy to assist in any way I can.

Kind regards,

Courtney Greatorex**Resident Liaison Officer****Starfish Construction Ltd****Mobile: 07939 894015****Email: cgreatorex@starfishltd.com**

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



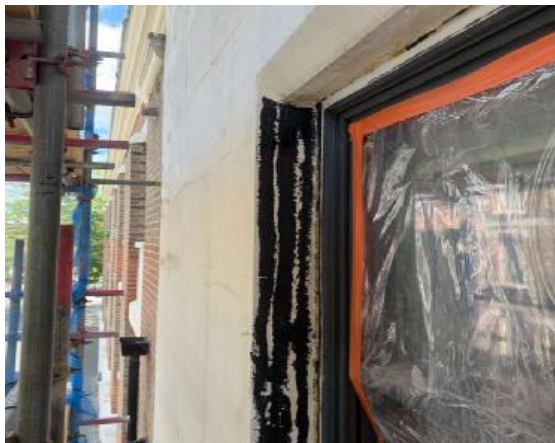
A photo Concrete repairs to stone work

Stonework



A photo Concrete repairs to stone work

EPDM installation to the reveals



A photo Concrete repairs to stone work

EPDM installation to the reveals



A photo Concrete repairs to stone work

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!