



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 28th August 2026

Thank you for your continued cooperation across Borough Place. Although the team were off site on **Monday 31st August due to the Bank Holiday**, works resumed as planned on **Tuesday 1st September**, and progress continues across both elevations.

Site Progress Highlights This Week – Week Ending 28/08/2026

Site Progress

- **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 Tuesday 1st 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 (28.08.2026)

Following the reports of mice within several apartments earlier this month, the Starfish project team completed a full investigation and photographic review on 14 August 2026. This included a detailed walk-through of all areas where cladding, insulation, or render had been removed as part of the facade remediation programme.

Summary of Investigation Findings

The team confirmed that no holes or openings have been left exposed from Starfish's works. All areas where render and insulation were removed have been checked thoroughly and are fully sealed. There is no evidence that Starfish's activities have caused or contributed to the presence of mice within apartments or communal areas. Mice can naturally inhabit cavities, bin stores, service voids, and other structural spaces within residential buildings. Internal pest issues would normally fall under the resident or landlord's responsibility, in line with standard housing management arrangements.

Goodwill Action by Starfish – Pest Control Appointment

Although the investigation confirmed no link to Starfish's works, the team recognises the concern this situation has caused. To support residents and provide reassurance, Starfish arranged a goodwill pest control appointment:

Thursday 20th August 2026 🕒 Arrival Window: 12:30 – 13:30 📍 Location: 16–18 Marshalsea Road, London SE1 1HL

During this visit, the pest control specialist:

- Completed a full assessment of communal areas.
- Installed mice traps in targeted locations.
- Provided recommendations for ongoing monitoring.
- Confirmed that no active entry points were found relating to construction works.

Supporting Documentation

A full report has been shared with all residents, including:

- Time-stamped photographs
- Inspection notes
- Confirmation of all checked areas
- Evidence showing no exposed openings
- Pest control recommendations

Ongoing Monitoring

The Starfish team will continue to:

- Monitor communal areas during routine site checks
- Review any new reports from residents
- Liaise with pest control if further attendance is required
- Ensure all works remain fully sealed as the facade programme progresses

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 Replacements of New Stone Cills ongoing

Phase 1 Render Removal



A photo Showing Render Removal

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

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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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