

# Custom House Update



## Conservation set to start at Custom House

We're delighted to announce that Conservation work to sensitively restore and revive King's Lynn Custom House – considered one of England's most perfect classical buildings and an icon of the town – is starting soon as part of wider ambitions to make more of the historic riverfront.

After careful project development work, the Borough Council of King's Lynn and West Norfolk has appointed Norfolk-based contractor King & Company to deliver light-touch revitalisation of the Grade I-listed landmark and historic setting, for the benefit of residents and visitors.

The Custom House will come back into sustainable use as a flexible, accessible space, as a key part of the Government-funded Town Deal regeneration programme and the council's wider vision to maximise the destination potential of the historic riverfront, while protecting, respecting and preserving its unique heritage.



When conservation is complete in a year's time, the Custom House will become a flexible, welcoming and accessible space that residents and visitors alike can enjoy, bringing so many benefits for our community, alongside boosting visitor numbers and hopefully further investment along the riverfront.

After years of planning, securing funding and obtaining permissions, we are proud and excited that on-site work is about to begin. As a project team, we'd like to thank everyone who has made this possible – our Borough Councillors, the many officer teams involved, King's Lynn Neighbourhood Board, Historic England and our other heritage partners and supporters in the local community.

## What the works involve

**From w/c 24 August**, you will start to see hoardings go up and a scaffolding wrapped with a temporary roof from the eaves upwards, to protect the public and the building during these important conservation works.

Over the coming year, the 17<sup>th</sup> century building will be carefully restored, repaired and conserved, including works to the stonework, windows, roof and iconic cupola.

Almost all the historic fabric will be retained and in the coming weeks the hoardings will be decorated with artwork telling the story of the building, King’s Lynn’s proud seafaring tradition and life in 17<sup>th</sup> century King’s Lynn when the Custom House was built.

Upgrades will include an accessible toilet, a platform lift taking visitors to the first floor so they can appreciate the beautiful Long Room, plus improved toilets and a new kitchenette on the top floor, which will allow the two office spaces to be brought back into use.

Then in spring 2027, there will be a series of complementary improvements to Purfleet Quay, upgrading lighting and bringing in electrical provision. Access to adjacent premises will be maintained throughout the works.



### **Minimising impact on our neighbours**

Our initial on-site work focuses on setting up hoardings, building scaffolding, and establishing our site compound. Secure hoardings will enclose the building and an area of Purfleet Quay to safely store materials. Scaffolding will completely enclose the structure—including a full roof cover similar to the one recently used on the Guildhall. This temporary roof will shield the building from the elements while essential repair work is underway.

The site cabins, providing office space and rest facilities for the team, will be located on King Staithe Square. They have been positioned to avoid disrupting the town’s event programme and will be temporarily moved if necessary. The quayside next to the Custom House sits on the tidal side of the flood defences, so keeping the cabins on the defended side of the barrier prevents the risk of rising water sweeping them into the flood defences and compromising their effectiveness.

The carriageway adjacent to the Custom House will remain open to vehicles while the scaffolding and hoarding are erected. However, operatives may occasionally stop vehicles briefly for safety reasons, so we kindly ask for your patience during this phase. As the project progresses, any additional activities that impact the surrounding area—such as temporary road closures for utility connections—will be detailed in future issues. We will also communicate directly with any residents or businesses affected.

### **Introducing King & Co**

King & Company Norfolk Ltd is a Norfolk-based principal contractor with a well-established reputation for the conservation, restoration and sensitive refurbishment of historic and listed buildings, alongside high-quality new build and bespoke construction projects.

With extensive experience delivering projects on Grade I and Grade II listed buildings, scheduled monuments and other significant heritage assets, the company combines traditional craftsmanship with modern construction expertise to preserve the character and significance of some of the region's most important buildings.

Our next edition will include pictures and details of our operatives on-site, and working in the background, to deliver the project.

### **Keeping everyone up to date**

This is the first edition of our Custom House newsletter. We are committed to keeping you updated as the project progresses over the coming year. You can follow our journey through these newsletters – published roughly every six weeks. You can also:

- Find key information about the Custom House project on our new dedicated webpage – [www.west-norfolk.gov.uk/custom-house](http://www.west-norfolk.gov.uk/custom-house)
- [Follow us on Facebook](#) and look out for the regular video updates – first one to go live today!
- We are also hand-delivering an initial letter to residents and businesses in the vicinity to update them on what the work involves and efforts to be a considerate neighbour during the works.

### **Get featured in future editions**

We want this newsletter to be a helpful resource for you, site neighbours, and anyone with an interest in the Custom House.

We are always happy to feature community contributions related to the Custom House! Please email us at [communications@west-norfolk.gov.uk](mailto:communications@west-norfolk.gov.uk) if you have:

- An old photo or picture of the Custom House to share
- A personal story, historical fact, or memory about the Custom House that we could print.

We reserve the right to edit or decline submissions, but we will always get in touch with you before publishing.

Thanks,

***Custom House project team***



**Funded by  
UK Government**

**KING  
&  
COMPANY**



Borough Council of  
**King's Lynn &  
West Norfolk**

