

Dr. Wincho and Feruz Martis, Essen.

It is now more than 2 years ago that we started to realize our wish to build our own dream house.

We wanted an energy-efficient “Fertighaus”, but adapted to our own individual needs. We have reviewed several of the “Fertighaus” construction companies, but we were disappointed in the very aggressive sales approach and the lack of flexibility in their house design.

On the recommendation of one of our friends, we arrange a meeting with Volkhard Friese of Bien Zenker.

We still remembered clearly our first meeting with Mr. Friese in April 2012, because contrary to our experience so far, he didn’t try to sell us anything. Mr. Friese was remarkably friendly but at the same time pleasantly restrained and provided with us abundant information concerning the Bien Zenker house.

He just took time to hear our story and explain to us the BZ concept. Mr. Friese not only listened very carefully to our wishes and requirements, but was capable in translating these “on the spot” to the available BZ building blocks, showing his expertise in all Bien Zenker has to offer. What BZ did not have available would be designed and manufactured especially for us.

Being a first time builders, Mr. Friese went out of his way to provide us with advice concerning the German real estate law, financing, home automation and so on. And we didn’t even sign any agreement yet!

We left his office feeling relieved that we have finally met a sales person that understand exactly what we wanted. After having discussions with several other construction companies, we decided for Bien Zenker, mainly due to Mr. Friese and its transparent cost structure and his promise to take care of us until the end. which he did ☺

In September 2012, we bought the house based on the Evolution 165, after receiving a complete price-breakdown of each part of the house. At this initial stage, we found that the biggest advantage in working with Bien Zenker was that we didn’t have to fix the design of the house yet until we found the plot. The building blocks of BZ provide a great deal of freedom in designing “our dream house” and still stay within the agreed budget.

The next phase was finding the appropriate plot to build the house. This turn out to be a 2 years “**search for the impossible**”. There is no better exercise in getting to know yourself and your partner than the search of a building plot.

We must have reviewed (physically) more than 50 potential building plot and Mr. Friese went with us to more than half of them.

We had to deal with the very bureaucratic state government, “the real estate mafia” and the big competition with others for that plot you really liked. During the whole two years search, Mr. Friese was

very supportive in issuing dedicated internet search specifically for us, recommending and discouraging us on potential available plots.

During this 2 year “discovery”, Mr. Friese proved to be a very, but very patient person. His sincere advice to us was: “If you don’t see yourself living here, don’t buy it”.

Finally, we found our building plot and we could start building immediately. Against the strong advice of Mr. Friese, we choose an architect, whom turned out to be a complete disaster. She was not a help!

Unfortunately, the design phase of the project took more than 6 month due several reasons, but primarily due to “the architect”, a very complicated staircase construction and endless “interior fine-tuning”, where we have received great support from the people “behind” Mr. Friese.

We are extremely satisfied with the final result and we’re so much looking forward to live in our house.

After receiving the Bauatrag in September, the project moved very fast towards completion. In November, the foundation was finished and today we have completed all drainage work.

Tomorrow, our house will finally arrive and already now and we will finally see the result of the endless phone calls and SMS’s with Mr. Friese and the BZ team. Hopefully by tomorrow, we will forget all the issues, miseries and disappointments we had coming towards this moment.

A big thanks to all who participated in our project, especially Frau Wolf, Frau Heutell and Frau Kaltenbach. During the whole project there were so many things that didn’t go as planned, but were expertly dealt with by this women trio. Big thanks to your support and endless patience. The organization Bien Zenker has been thoroughly tested by us and you passed with honors, from theory to practice.

And you, Mr. Friese, it has been very inspiring working with you and you have been very supportive and you were always there for us, no matter what time of day. You were always there with the right answers and if you didn’t know it, you always took care that one of the BZ team members could help us.

We will finally have the opportunity get our own “**Bien-Zenker experience**”. We will be working in the house for a few months and hopefully by next year spring we can share with you our final experience with you.

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