

# Capability Statement

2024

Pioneering design,  
innovation and quality  
in every project.





Zen Group acknowledges the Traditional Custodians of the land on which we work and learn throughout Australia and their connections to land, sea and community. We pay our respects to the Elders past, present and emerging.



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## Our Clients

**markmoran**  
group

**FIVEX**

CHUBB®

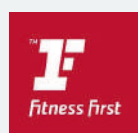
*Westfield*

 MODORAS



  
COCKLE BAY  
YACHT CLUB

© 5.1. 2021



MINTUS

  
GALLAGHER  
BASSETT

iag



# Introduction

## Award Winning, Locally Operated.

ZEN group is an Sydney CBD based company, offering the full suite of property design, construction, remedial restoration, development and management services.

Our clients have trusted us to deliver quality precision builds for over a decade. We stand by our work and our people, and are committed to building successful relationships with our clients as we journey through their project.



**“Zen is about synergy, sustainability, integrity and innovation. Our legacy is building yours.”**

*A. Duzenli*

**Alex Duzenli**  
CEO



## Attention to detail comes from experience

Zen Group offers unparalleled expertise, and a level of service that exudes its core values of integrity, collaborative and transparent communication across all construction and development. With an emphasis on effective management and quality assurance, Zen Group has a reputation for delivering excellent results on time, and within budget.




# The Zen Group Difference

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## We are different to your average construction

Zen Group Constructions is not your everyday construction company. Our team comprises of experts in Bespoke Residential Projects, High End Commercial projects, alongside international and domestic procurement.

We understand the current construction climate, and have embraced change to obtain status as recognized building practitioners in NSW. As part of the change, we have implemented processes that ensure we are accountable for all declarations made throughout the project life cycle, confirming, quality workmanship, stringent contract administration, and true accountability every step of the way.

- ✔ Class 2,3,9c Builder
- ✔ [Building Practitioner \(BUP4253640\)](#)
- ✔ [Building Contractor \(330809C\)](#)
- ✔ HBCF Home Building Compensation Fund with iCare
- ✔ Financial Transparency Reports available via  MODORAS





# How we operate

## Top Tier Management, & Visibility.

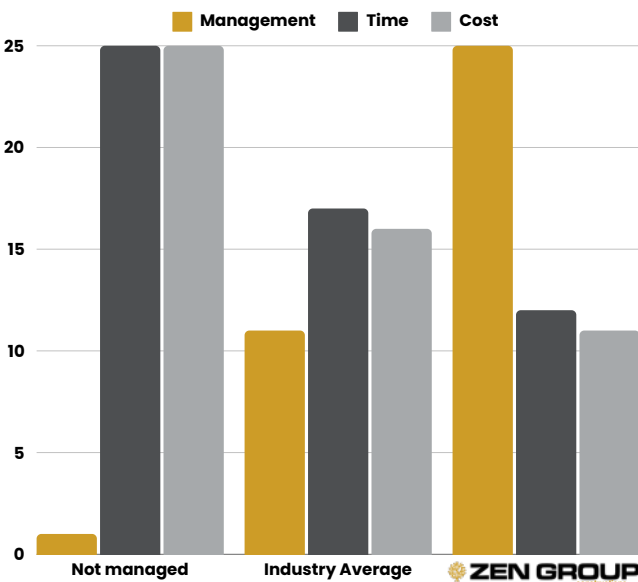
Working with Zen means our clients benefit from management processes tried and tested on several marquee projects.

We use a centralized system with version control for architectural drawing revisions, allowing for a clear interface between the design team and the construction team, with logging of date and user information with every change.

Our clients are granted an account, allowing them to have visibility over the plans and changes in real time.



The success of a project is grounded in having the correct processes, with control over compliance, scheduling and cost.



## Results driven

The success of a project is grounded in having the correct processes, with control over compliance, scheduling and cost.

Our team is always looking for greater efficiency with a view to produce greater quality work, without costly delays to the project.





# Our Services

## We are construction specialists

ZEN group offers full scope property design, construction, development and management services, delivering quality precision builds for over a decade. We stand by our work and our people, and are committed to building successful relationships with our clients as we journey through their project. Zen is about synergy, with a no fuss process that yields exceptional results.

- Luxury Residential Construction
- Multi-residential and commercial mixed use projects
- End to end construction management
- Class 2, 3 and 9c building practitioners
- Remedial and insurance works
- Minor council civil works
- Strata & body corporate works



Please find our extended list of services below:

## Residential

- Custom Luxury Homes
- New single dwellings
- New Dual Occupancy (Duplexes)
- Town houses construction
- Multi Residence Apartment Building
- Additions and Alteration to existing dwelling
- Renovations & Extensions
- Design and Construction of all above
- Class 2,3 and 9c
- NSW Building Practitioner Works
- Building and construction works that require Home Building Compensation Fund eligibility HBCF

## Remedial:

- Remedial consultation service
- Remedial Waterproofing
- Remedial Construction Service
- Glazing Replacement Service
- Facade Restoration & Upgrade Service
- Structural Building Solution Service
- Structural Remediation
- Abseiling & Industrial Rope Access Specialist
- Concrete Cancer & Concrete spalling Repair Service
- Cladding Replacement
- Fire Rating Performance Solution
- Passive & Active Fire Protection System Service
- Accoustic Performance Solution
- Commercial & Industrial Floor Solution
- Heritage Restoration
- Minor & Major Defect Rectification
- Protective Coating Services
- Architectural / Protective & Corrosion Control Coating
- Epoxy Flooring Excellence
- Structural Steel Treatment, Repair & Replacement
- Leak Detection & Investigation Service
- Flashing, Lintel & Damp-Proof Course (DPC) Reinstatement
- Windows & Balustrade Replacement
- Class 2,3 and 9c builds
- NSW Building Practitioner Works
- Building and construction that require, home building compensation fund eligibility HBCF
- Home Building Compensation Fund Repairs
- Insurance & Strata Works

## Commercial:

- Shopping centres
- Aged Care
- Retirement village
- Health Service Facilities
- Office fit out
- Retail fit out
- Restraunts, Pubs and Hotels
- Warehouse facilities
- Public domains
- Class 2,3 and 9c builds
- NSW Building Practitioner Works
- Ongoing maintenance works

## Consultancy:

- Design Management
- Development Value Proposition Advise
- Value Engineering
- Problem Solving
- Cost Planing
- Approval Management (Local Councils & Private Certifiers)
- Head Contract Engagement
- Defect Management
- Crafting comprehensive design and construction programmes
- Conducting in-depth design assessments, assessing buildability, and providing cost evaluations
- Evaluating construction details for durability, longevity, and resilience to changing environmental conditions
- Exploring more innovating methods to accelerate project timelines.





## Mark Moran Warrawee

**Client:** Mark Moran Group

**Contract:** Facility Refurbishment and Compliance Upgrade

### Project Context

This project required urgent and extensive remediation of a facility initially constructed by a builder who ceased operations shortly after practical completion. The client, Mark Moran Group, an esteemed and award-winning provider of aged care services, faced significant compliance and quality issues that jeopardised the facility's operation.

Our team was called upon to rectify these issues, ensuring the facility remained operational and preventing potential business disruption and impact on aged care residents.

### Scope of Works

#### Roof Works:

- Waterproofing Remediation
- Service Restoration
- Structural Optimisation

#### Pool Re-Levelling:

- Structural Restoration

#### Fire Services and Access Control:

- Systems Upgrades
- Access Control
- Regulatory Compliance

#### Pathways and Landscaping:

- Pathway Construction

#### Windows and Doors Compliance Package:

- Upgraded Installations

#### Façade Painting and Repairs:

- Façade Enhancement

#### Custom Stone Signage:

- Signage Manufacture

#### General Fit-Out:

- Nurse Stations and Offices
- Sky Bar Installation

#### Exposed Reinforcement and Concrete Cancer:

- Assessment and Repair Methodology
- Repair Execution





## Mark Moran Warrawee

**Client:** Mark Moran Group

**Contract:** Facility Refurbishment and Compliance Upgrade

### Key Achievements:

#### Heroic Effort:

Demonstrated extraordinary dedication by working evenings and weekends to address incomplete and defective works. This relentless effort was crucial in overcoming project delays and ensuring timely completion.

#### Exceptional Partnerships:

Collaborated with highly esteemed subcontractors, whose expertise and long-standing relationships with us were essential in delivering superior, compliant solutions.

#### Solution-Oriented Collaboration:

Worked collaboratively and in close partnership with the client and their team, adopting a solution-oriented approach to meet their needs and preferences. This ensured a well-coordinated effort and a positive working relationship throughout the project.

#### Seamless Operation:

Managed the remediation process with precision to maintain operational continuity, preventing disruption and safeguarding resident welfare.

#### Holistic Solutions:

Delivered high-quality, compliant solutions across multiple project areas, addressing critical issues and enhancing overall facility performance.

#### Client-Centric Approach:

Engaged closely with the client's staff and residents to ensure minimal disruption and alignment with the facility's operational needs.

#### Expert Execution:

Demonstrated exceptional skill in managing complex refurbishment projects, meeting regulatory standards, and exceeding client expectations.

#### Thorough Documentation:

Delivered exhaustive as-built documentation for all completed works, ensuring full compliance with regulatory and industry standards. We have meticulously certified all performed works and secured consultancy certifications, affirming our commitment to excellence. Additionally, we fulfilled all obligations with the relevant government bodies, demonstrating our adherence to the highest standards of quality and regulatory compliance. This thorough documentation and formal certification underscore our dedication to delivering a project of unparalleled integrity and professionalism.





## Mark Moran Warrawee

**Client:** Mark Moran Group

**Contract:** Facility Refurbishment and Compliance Upgrade

### Regulatory Compliance:

**As a Class 2, Class 3, and Class 9c builder and registered NSW Building Practitioner, we ensured all work was completed in accordance with:**

- NSW Building and Sustainability Index (BASIX)
- NSW Department of Fair Trading
- NSW Office of the Building Commissioner
- NSW Environmental Planning and Assessment Act (EP&A Act)
- Aged Care Quality Standards set by the Aged Care Quality and Safety Commission
- National Construction Code (NCC)
- Design and Building Practitioners Act 2020

### Industry Experience:

Our extensive experience with aged care facilities underscores our capability to manage projects within active environments, delivering solutions that uphold the highest standards of safety, efficiency, and compliance.

**This project stands as a testament to our team’s unwavering commitment and expertise in overcoming significant challenges. We have delivered exceptional results, ensuring the continued excellence and operational integrity of an award-winning aged care facility, in full compliance with the National Construction Code (NCC) and the Design and Building Practitioners Act 2020.**







## West Gosford Shopping Centre

**Client:** Chubb Insurance and Mintus

**Contract:** Emergency Structural Repair at West Gosford Shopping Centre

### Project Context

Zen Group Constructions was urgently engaged to address a critical structural failure at the prestigious West Gosford Shopping Centre following a severe semi-trailer collision. The impact compromised essential steel elements critical to the integrity of the shopping centre's first-floor slab, external cladding, and main roof.

### Scope of Works

#### Work Zone Management

- Implemented secure work zones within operational childcare centre

#### Traffic and Pedestrian Safety

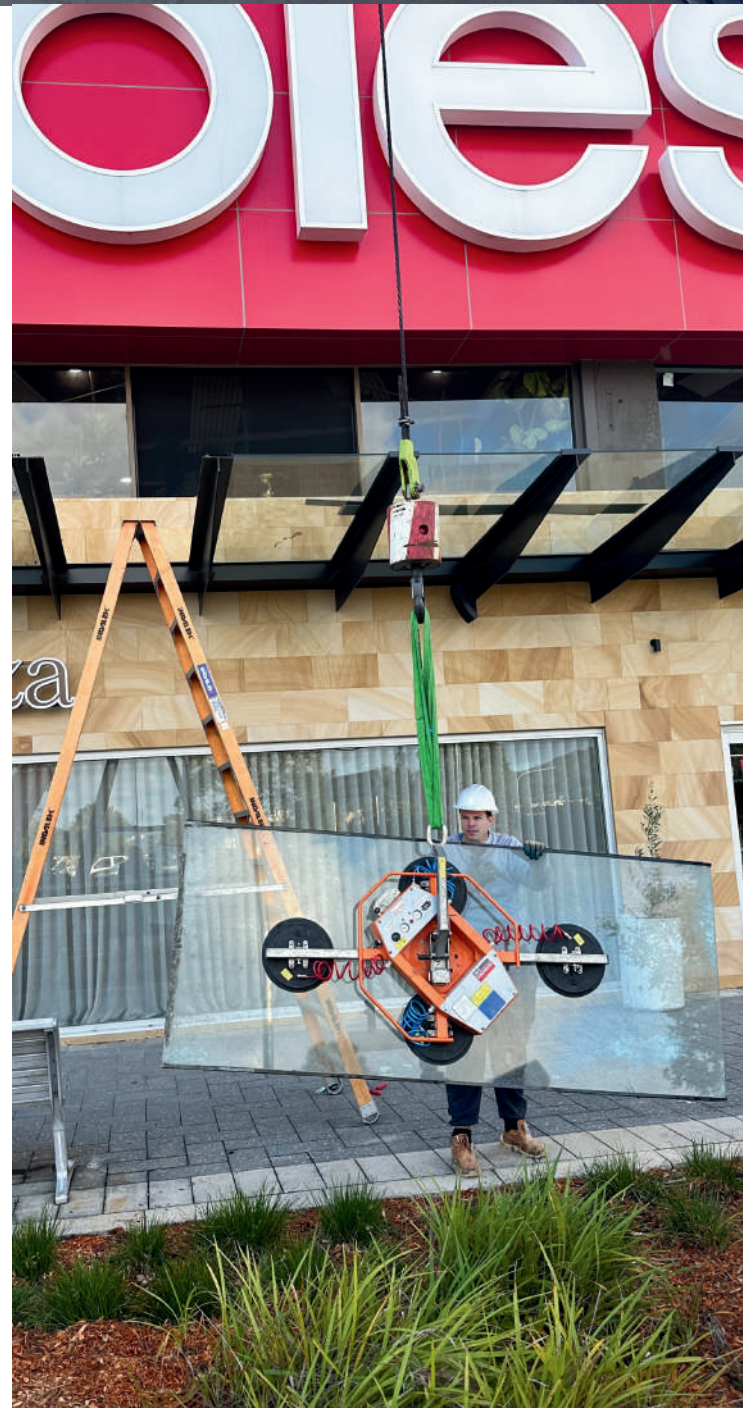
- comprehensive traffic control measures

#### Structural Repairs and Upgrades

- Removed large format glass roof panels
- Replaced damaged structural steel beams
- Installed fire rating to the remedial works
- Re-waterproofed the building
- Updated engineers' reports and shop drawings

#### Reinstatement and Restoration

- Reinstatement of the childcare playground and landscaping
- Restored structural sandstone cladding





## West Gosford Shopping Centre

**Client:** Chubb Insurance and Mintus

**Contract:** Emergency Structural Repair at West Gosford Shopping Centre

### Expertise in Diverse Environments:

Zen Group Constructions excels in managing complex, high-stakes projects within shopping centres, childcare facilities, and public domains. Our solution-oriented approach and ability to deliver superior quality while accommodating the operational needs of diverse environments reinforce our reputation as an industry leader.

All works were executed in full compliance with the National Construction Code (NCC) and the Design and Building Practitioners Act 2020. The project was closely monitored by all project consultants and Chubb Insurance throughout the construction phase, ensuring adherence to all engineers' hold points and regulatory requirements. Our distinguished performance in this critical scenario underscores our unwavering dedication to operational integrity, client satisfaction, and adherence to legal and regulatory standards. The commendations from Chubb Insurance, shopping centre tenants, and the Department of Education highlight our esteemed position as a premier partner in emergency construction management, fully attuned to the needs of vital childcare facilities serving over 120 children.







## Harbour View Hotel

**Client:** Harbour View Hotel Sydney  
**Contract:** Commercial Refurbishment

### A Sydney landmark

Zen Group Constructions is proud to have been trusted to work on one of Sydney's most iconic heritage buildings, the Harbour View Hotel.

Our team meticulously reinvigorated the wall papers and constructed detailed timber work to compliment the period features that make this building stand out.



**“History is who we are and why we are the way we are.”**

### Working with agencies

Under the guidance of Sydney City Council's Heritage Development Control Plan, Zen Group Constructions conducted respectful improvements to the heritage rooms of the hotel, creating spaces to be enjoyed for generations ahead.







## Aged Care Vacluse

**Client:** Mark Moran Group

**Contract:** Forensic Investigation, Construction, and Remedial Works

### Project Context

We conducted an exhaustive forensic investigation of the facility prior to the expiration of the original builder's five-year structural warranty. This involved a thorough assessment of all accessible areas, including the creation of access holes to identify potential major defects. Our detailed report outlined both structural and non-structural issues, emphasizing safety concerns arising from inadequate construction practices.

### Scope of Works

#### Comprehensive Forensic Building Integrity Report:

- Analysis of building documents and materials
- Structural inspection report
- Leak detection & inadequate falls
- Stormwater drainage efficiency
- Review of building defects
- Façade investigations
- Differential slab deflection
- Examination of structural movement
- Compliance check with current legislation, building codes, and relevant aged care legislation in NSW.

#### Front Awning Structure Remediation

- Structural Restoration
- Safety work zone
- 24-hour traffic management

#### Director of Nursing's Office Construction:

- Design and construction
- Safety and compliance with Aged Care Quality and Safety Commission standards
- Designed to be dementia-friendly

#### Restaurant Kitchen Redesign:

- Adjusted the kitchen layout to enhance functionality and meet operational requirements

#### Acoustic Performance Solution:

- Install Sound Maze Panelling in HVAC ducting





## Aged Care Vacluse

**Client:** Mark Moran Group

**Contract:** Facility Refurbishment and Compliance Upgrade

### Regulatory Compliance:

As a registered NSW Building Practitioner with classifications in Class 2, Class 3, and Class 9c construction, we ensure that all work complies with relevant regulations, including:

- NSW Building and Sustainability Index (BASIX)
- NSW Department of Fair Trading
- NSW Office of the Building Commissioner
- NSW Environmental Planning and Assessment Act (EP&A Act)
- Aged Care Quality Standards as per the Aged Care Quality and Safety Commission.

**Our commitment to quality, safety, and regulatory compliance positions us as a trusted partner for large-scale construction projects in the aged care sector. We look forward to continuing our collaboration with Mark Moran Group and other clients to deliver exceptional results in the future.**





# Residential Projects



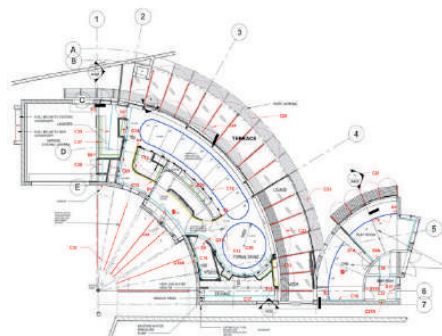
## Bellevue Project

**Client:** Private Clients

**Contract:** Luxury Residential Alterations and Additions

## Design Intention

Paying homage to the spirit of the seas with design inspired by the Sampan Sails of yesteryear, The Bellevue is a distinctive home nestled in Sydney's iconic Eastern Suburbs



## A Unique Solution

The laser guided architectural projections across the radii illicit a sense of purpose, inviting people into the home, along the radial connections through the open plan living areas, to ultimately direct their gaze across the sparkling coastline.





## Rose Bay

**Client:** Private Clients

**Contract:** Luxury Residential Alterations and Additions

### Inspiration from Sinatra

Delivering a distinct Palm Springs vibe, this contemporary masterwork has been custom designed to create a luxurious family retreat that pays homage to Frank Sinatra's iconic Twin Palms estate.

Visionary design, bespoke interiors and a streamlined aesthetic draw inspiration from mid-century design with a pavilion style layout that engages with the resort-style pool and palm-fringed gardens.

### Energy efficiency

This home set a new benchmark in acoustic performance, and thermal management, calling upon thermally broken double glazed window systems projected over 3.6m to ensure the home could be built without compromise and true to the large span glass envisioned in the original design. Together with double insulated walls and optimized lighting and blind automation, we are proud to have delivered one of the highest performing energy efficient homes, and an incredible addition to the picturesque Rose Bay area.







## Central Coast

**Client:** Central Coast Luxury Homes  
**Contract:** Luxury Residential Build (Medium Density)

### Award winning designs

Strong architectural elements such as the full-height columns form a gallery of light pouring into the interior, while creating additional visual interest at night when the lights are on.

Our team worked closely with the architect to allow their vision to materialize into this award winning project.



### Built for its surroundings

Thermal and acoustic performance are crucial to the success of any beachside property. As such, the project specifications employed the use of high performance Italian windows and Belgian sliding door systems spanning the width of the facade to maximise the view, while keeping sound and temperature variations to a minimum.







Corner of Old South Head Road and  
Laguna Street, Vaucluse NSW 2030

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W [markmoran.com.au](http://markmoran.com.au)

9<sup>th</sup> August 2021

To whom it may concern

Zen Group Constructions are a first-rate outfit delivering on quality builds, design and finishes as well as looking after us, the client, professionally and with their significant expertise.

The Mark Moran Group has worked with many builders from tier one organisations including Multiplex and well-regarded tier two organisations. I can't recall any jobs as seamless as the ones we have experienced to date with Zen Group Constructions headed up by Alex Duzenli. His quality and attention to detail clearly relates to his status and ability as a Master Builder.

In addition Zen Group Constructions have shown time and time again how they can bring expertise to the mix of problem solving and lateral solutions, over and beyond what we have mostly experienced with other builders.

We highly recommend this builder and will be pleased to assist as a referee.

Yours sincerely

Mark Moran  
CEO and Co-Founder







Kids Club NSW Management Pty Ltd  
Trading Name: Kids Club Gosford  
ABN: 27 625 916 074  
Address: 299 Brisbane Water Dr, Gosford  
Email: [gosford@kidsclubchildcare.com.au](mailto:gosford@kidsclubchildcare.com.au)  
Tel: 02 8017 1630

Tracey Timberlake  
Centre Manager  
Kids Club Early Learning Centre Gosford  
299 Brisbane Water Drive, Gosford 2250  
[gosford@kidsclubchildcare.com.au](mailto:gosford@kidsclubchildcare.com.au)  
0280171630

19.7.2024

To Whom It May Concern,

I am writing to highly recommend Alex Duzenli for their exceptional work at our childcare centre, Kids Club Gosford. Alex recently completed some repairs of our external building and outdoor play area.

Throughout the entire project, Alex demonstrated professionalism, attention to detail, and a deep commitment to ensuring the safety and well-being of the children who attend our centre. They worked tirelessly to meet our specific needs and exceeded our expectations in every aspect of their work.

Alex and their team were not only skilled craftsmen but also excellent communicators. They kept us informed of progress regularly, addressed any concerns promptly, and worked collaboratively with our staff to minimize disruption to our daily operations. Their ability to work efficiently and effectively within the constraints of a childcare environment was particularly commendable.

The quality of the work completed by Alex and his team made for a safer environment that promotes physical activity and imaginative play, thanks to their expertise and dedication.

In conclusion, I cannot recommend Alex highly enough. Their professionalism, craftsmanship, and commitment to excellence have made a lasting positive impact on our childcare centre. Please feel free to contact me at 0280171630 or [gosford@kidsclubchildcare.com.au](mailto:gosford@kidsclubchildcare.com.au) if you would like to discuss their work further.

Sincerely,

Tracey Timberlake  
Centre Manager  
Kids Club Gosford





Ref: 190216

Re: Firat Duzenli

### To Whom It May Concern:

I have known and worked with Firat Duzenli on couple projects over the past few years. I have come to know Mr. Duzenli not only on a professional level where he has shown his capacity as a Builder and Project Manager. During this time we found his knowledge of construction to be at a high standard.

Working with Mr. Duzenli, he has shown his honesty and capacity to handle design and construction projects ranging from residential duplex and semi detached dual occupancy.

Our company has had close involvement with Mr. Firat Duzenli on project below:

|                      |  |
|----------------------|--|
| Engineer:            | Akram Jawabreh                               |
| Developer / Builder: | Firat Duzenli                                |
| Role on site:        | Project Manager / Builder                    |
| Address:             | 50 Myall Street Merrylands NSW 2160          |
| Project:             | Semi detached Dual occupancy / Torrens title |
| Cost of Project:     | \$ 1,500,000                                 |
| Status:              | Completed                                    |
| Completion Date:     | December 2014                                |

During this time it was evident that Mr. Duzenli's ability to liaise productively with suppliers, pleasant attitude to workers and dedication to complete the job to standards aided in the smooth running of the site hence approval was always given.

I have no hesitation in recommending Mr. Duzenli as a Builder / Project Manager to any future clients.

If you have any further queries, please don't hesitate to contact the undersigned on 0414 928 488.

Yours truly,  
Director (Alma Engineers Pty Ltd)

Akram Jawabreh  
MIE Aust. CPEng NPER Structural & Hydraulic Engineer No 17283

A handwritten signature in black ink, appearing to read "Akram Jawabreh", is written over a light blue horizontal line.



## ***MLE*** DESIGNS

To whom it may concern:

I have known Mr. Firat Duzenli on the project at 111 – 113 Hawksview St, Merrylands 2016 NSW as Builder and Project Manager. I have found Mr. Duzenli with knowledge of construction to be at a high standard.

|                      |   |
|----------------------|---|
| Engineer:            | Gabriel Alagha                              |
| Developer / Builder: | Firat Duzenli                               |
| Role on site:        | Builder / Project Manager                   |
| Address:             | 111 – 113 Hawksview St, Merrylands 2016 NSW |
| Project:             | Duplex Torren Title                         |
| Cost of Project:     | \$ 1,650,000                                |
| Status:              | Complete                                    |
| Completion Date:     | 2014  |


Mr. Duzenli has shown honesty and capacity to handle construction projects ranging of residential duplex and semi detached dual occupancy.

It was evident that Mr. Duzenli is able to liaise with suppliers, sub-contractors and certifiers in a smoothly manner.

I have no hesitation to recommend Mr. Duzenli as Builder / Project Manager to any future clients.

If you have any future queries, please do not hesitate to contact the undersigned on 0413 413 770.

With Regards,

  
Gabriel Alagha  
Civil & Structural Engineer  
MIE Aust. CP Eng. NPER 116505  
Accredited Certifier BPB 1709



## McGrath

To Whom It May Concern,

I am pleased to provide a reference for Zen Group Constructions, a builder I have known for over seven years. As a real estate agent at McGrath, one of the leading real estate firms in Australia, I have had the opportunity to witness their exceptional work on numerous projects throughout Sydney.

I have personally inspected several of their developments, including the construction of three luxury terraces at 10-12 Old Canterbury Road, Lewisham, and two luxury three-level terraces at 19 Margaret Street, Stanmore. Additionally, their recently completed project at 4 Drumalbyn Road, Bellevue Hill, exemplifies ultra-luxury living in the Eastern Suburbs.

I have recommended Zen Group Constructions to many of our clients, and the feedback has consistently been positive. Clients have praised their professionalism, quality of work, and attention to detail.

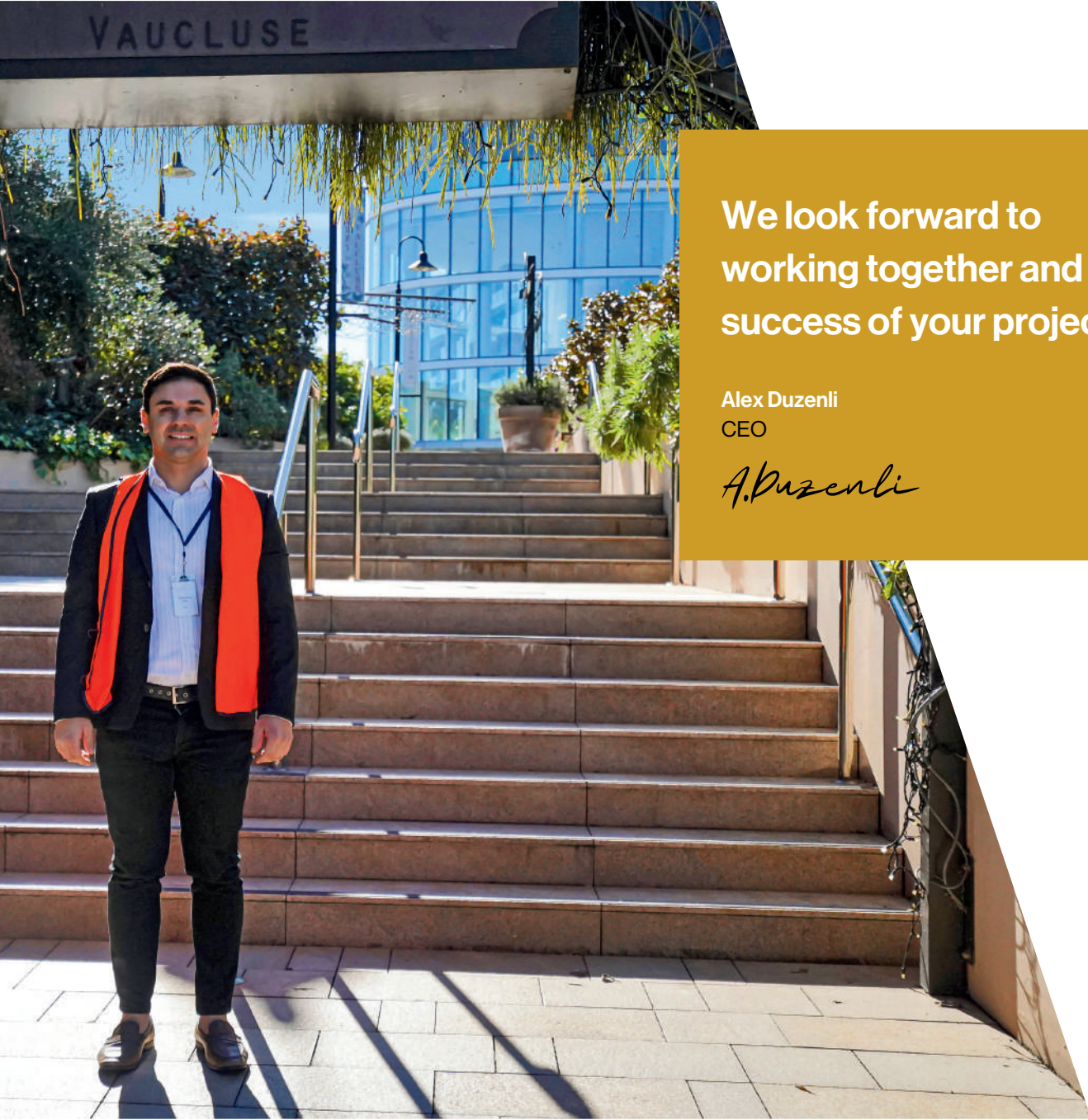
I highly recommend Zen Group Constructions as a leading provider of professional, friendly building and construction services for all design, consultancy, and construction needs. Should you have any questions or require further details, please feel free to contact me.

**Leo Wai**  
**Sales Agent**  
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**leowai@mcgrath.com.au**  
**McGrath Strathfield | Concord**

**McGrath Strathfield**  
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Strathfield NSW 2135  
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# Let's discuss your next project.



We look forward to working together and the success of your project.

Alex Duzenli  
CEO

*A. Duzenli*

## Contact Details

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## Visit Our Website

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