



INTERIORS by G Hunter

A Division of Kane Stevens & Company, Inc.

Gary H. Kiddney, II - Executive Director
Adam J. Dingman - Director

Success Magazine: How did you enter into the estate liquidation business?

Gary H. Kiddney, II: Personally, I worked in the business when I lived in Syracuse (about twenty-four years ago). A wonderful company of ladies ran the sales there and I was the “worker-bee.” Their company, BALU AN REDE still exists today. I watched and I absorbed as much as I could because they ran the business correctly. I learned from them for about eight years. My partner Adam was fairly new at this particular business, but had been working with me for over seven years in retail. I made him the proposal that we merge and create INTERIORS by G Hunter.

Adam J. Dingman: I managed a buy/sell store which also dealt in used goods ranging from jewelry and home furnishings to tools and everything in between. That experience has greatly helped me take this business to the next level. My background in estate liquidation has proven invaluable.

SM: You have many letter credentials after your name. What designates a professional estate liquidator from a rummaging antique dealer?

GK: In today’s market, education is so important and there are networks of professional organizations in this business

to help protect quality and minimize liability for estate liquidators both nationally and internationally. Many of the letters behind my name are about those organizations.

Several of the “letters” refer to our other Division EXTREME Home Staging & Re-Design. The American Society of Estate Liquidators (ASEL) is the one program that helps us out the most with our liquidation side of the business. Most all of the others, actually aid us with both the liquidation and staging/re-design division. ASP (Accredited Staging Professional), RESA-PRO (Real Estate Staging Association), IAHS (International Association of Home Staging Professionals) etc....

Unlike the “rummaging antique dealer” you refer to, we are insured and bonded and our designations show that we have kept up on the current knowledge base within our markets. We work for the client, first and foremost. Making our buying customer base understand this, is a challenge at times. Turning the tables on them sometimes helps – meaning “if we were performing this sale for you, would you expect us to accept your offer?”

SM: As a member of the Better Business Bureau and Chambers of Commerce what separates you from other estate liquidators?

GK: Actually, there are quite a few points that separate us from the average estate sale folks. As I said earlier, we work for the client. We are fully computerized and inventory everything in the home. All items right down to a dime have an inventory number, description and barcode. This is huge! When we conclude a sale, the client knows what sold, how much it sold for, and any and all discounts that were taken.

AD: Our professionalism matched with our knowledge and experience, have brought the estate liquidation business into the 21st century. Everything we do is completely computerized, making our sales very clean and organized.

GK: Some estate liquidators will favor specific dealers and make special arrangements for them, WE DO NOT! We give out numbers, first come, first served. Nothing special for friends, families, friends of friends etc... We appreciate all of our customers, giving none advantage over any other. We do not pre-view or pre-sell.

Mentioning discounts, unlike many, INTERIORS by G Hunter does not barter on the first day of the sale. Everything sells for full price. Anyone interested in an item is always welcome to leave a “written bid.” This in no way guarantees them the piece they

have bid on. We are looking to get our client the most we can, as they have expenses. The second day we will entertain some bidding, however, our pricing method is quite fair. Every sale and situation is different.

SM: What determines if a client has the valuables that would be noteworthy enough to call you for your estate liquidation services?

AD: Almost everything has some value to it. We do a walk through first, which is free to the potential client. This helps to determine if they have enough items for us to come in and run a sale. Once that determination is made we sit with the client and discuss the process. If it turns out there is not enough for a sale, then we do our best to point them in the right direction.

GK: A person's home is their castle. They need not worry about determining if their items are noteworthy of a sale, that's what we are for. As Adam said we assist them and let them know if we think they have enough for us to conduct a sale.

SM: Not everyman's junk is another man's treasure. How soon before a move or possible estate liquidation should a prospect call you to ascertain if their valuables are marketable?

GK: The sooner, the better..... AD: As soon as possible (said at the same time, laughter).

GK: If we are talking a home/condo/apartment that has fifteen plus years of



items, we handle every single item in that environment. Glassware, dishware, silver etc... is all washed cleaned and displayed as to sell it for its top dollar. If we are prepping a sale and receive a call from another potential client, we may have to tell that person that we are unable to handle their sale at this time. We'd like to say yes to all business, but will not compromise our ethics and short sell a current client.

AD: Just to elaborate a little more, we ask that items that are going to be removed prior to the sale, be marked as such or moved so we can get a sense of what will be there to sell when we take over. Everything has value to someone, therefore ,we always ask a potential client not to throw

ANYTHING OUT before we have taken a look, because you never know.

SM: Who is your typical client?

AD: Anyone is a potential client. Typical clients are the baby boomer generation, being at the point in their lives where they have their own families, home and their own collections, therefore, don't need a whole house of more collections. Most of the time a loved one has passed on and the house must be cleaned out, other times it's someone moving or simply downsizing to an apartment or condo.

SM: What can a client expect from INTERIORS by G Hunter?

GK: Professionalism, trust, courtesy, and the comfort that we work for them. That we will treat their family's items in a respectable way. Once a client makes contact, we write an intake telephone sheet, this helps us to know more about them. In return we email them our prospective client questionnaire which answers many questions they may not have thought of via phone. We ask that they read it and if interviewing other estate professionals, ask them the harder questions. We put everything on the table for them, they can walk away feeling confident that they hired a reputable company that is working on their behalf.

AD: Just to reiterate, the client can expect a very organized and professional team that is there for them. We have a very modern, clean look to our sales which not only helps our client, but our customers as well.



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PREMIUM ESTATE LIQUIDATIONS
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