



ESTATE EXPERTS

As heard on 3AW and Magic 1278



Care and Expertise with the 'Treasures' of a Lifetime

Dr Geoff Crawford
Estate Experts
89 Dellfield Drive
Templestowe VIC 3106

Dear Client,

RE: Information Pack

Thank you for making an enquiry about Estate Experts. You may have heard about us after hearing a Probus Club talk, in the print media, from a direct mailout or even a recommendation from a friend.

This Information Pack has been designed to help you make an informed decision about what you do next. Perhaps you are:

- Someone who is downsizing to smaller accommodation;
- A family member that has to clear out a home for someone who is moving into accommodation such as a retirement village or small flat;
- Clearing an estate;
- An executor of a will or trustee of an estate, or
- A professional who is associated with one of the situations described above.

If so, leave the hard work to Estate Experts.

1. We are experts in the management and coordination of the removal of furniture and personal effects from homes. We can do a little, such as clear one room or a garage, or do the whole house including garages and sheds.
2. We charge a fixed price for our services depending on the size and complexity of the work and always provide a firm written quotation.
3. We take responsibility for all aspects of the clearance and take all pressure off you during the process and **we work quickly**.

Please take a few moments to read the contents of the information pack and please call me on **9812-7280** or **0412 599 649** to arrange an obligation-free consultation.

Kind Regards,

Dr Geoff Crawford

Specialists in helping you to remove all personal items and furniture from homes

(03) 9812-7280 0412 599 649

estateexperts@academix.com.au www.estateexperts.com.au 1



ESTATE EXPERTS

As heard on 3AW and Magic 1278



Care and Expertise with the 'Treasures' of a Lifetime

Meet The Estate Experts

We are a small family business comprising Geoff and Jan (parents) and Matt Crawford (son). We developed the idea for this business after clearing two family homes (luckily there are plenty of us) and finding that other family members kept trying to throw out valuable items. Then we wondered, what happens if there are no family members available?

Estate Experts started trading in January 2006 and since then has built up an enviable reputation for reliability and expertise in the house clearing business.

Geoff has been a collector since 1964 (Australian Coins and Banknotes) and now has a passion for collecting bankcards and bankcard memorabilia, Japanese Invasion Money, Samurai Cards (1964 Japanese TV show) and other items that relate to growing up in the 1950s and 1960s, e.g. remember blue bags!

He has a background as a university senior lecturer and researcher in viruses as well as his broad knowledge of collectables. He still works with gifted and talented school children and does other consultancy work.

Geoff also gives talks on a variety of subjects including **Jack The Ripper** and has appeared twice on 'The Einstein Factor' (ABC). A segment on his collection of bankcards went to air on 'Collectors' (ABC) on Friday 28th March 2008.

He has been giving talks to service clubs such as Rotary or Probus on Jack The Ripper at no charge for many years and is happy to talk to **your** club. He is currently writing a book on Jack The Ripper very slowly!

Matt has inherited his dad's passion for collecting and is currently collecting Melway street directories, National Bank Calendars, and vinyl and 78 records, especially popular music. After completing year 12, Matt managed a juice bar in a supermarket complex before joining his parents to start Expert Estates.

Matt has specific expertise in identifying small collectable objects such as tobacco tins and chocolate boxes and does a lot of research on the Internet and eBay to keep up with current trends in collecting and prices.

He enjoys nothing more than finding 'treasures' hidden at the back of cupboards and loves to get stuck into garages as he has a keen eye for collectable tools and equipment.

Specialists in helping you to remove all personal items and furniture from homes

(03) 9812-7280

0412 599 649

estateexperts@academix.com.au www.estateexperts.com.au

2



ESTATE EXPERTS

As heard on 3AW and Magic 1278



Care and Expertise with the 'Treasures' of a Lifetime

How Do We Do It?

1. Free quotation

Talk to Geoff to arrange an obligation-free visit. We come to your home, discuss your needs and we send you a written quote that contains all details and a firm cost estimate. We always carefully ascertain the items that you wish to keep.

2. Flexibility

Each client is different and we cater to your needs. For the planning phase we take into account any time constraints that you may have, whether you want an inventory/appraisal done or if you want us to search for an item such as a will.

3. Planning

We plan the work like a military operation so nothing is left to chance. We arrange specific dealers to attend and purchase items directly, send items to auction if required, book bins for rubbish removal and liaise with professionals such as lawyers and real estate agents.

4. Sorting

When we commence we sort everything into different categories:

- **Sentimental** items that we return to you such as photographs
- **Saleable** items that we put out on display for dealers perusal or pack for sending to auction
- **Ephemera** – quirky and collectable items that we know we can sell
- **Donor** items that we cannot sell but are still useable. We can facilitate donation to the charity of your choice.
- **Other** items that we cannot sell or donate. These are placed in a commercial bin and removed for disposal.

5. Selling and Disposal

In this phase everything is removed from your house, garage, sheds and garden areas. Dealers come to your house under our direct supervision.

6. Cleaning

We can vacuum and sweep floors at the conclusion of the clearing process.

7. Payment

We base our costs on the complexity of the work and the range of services required.

8. Doing It Yourself

Some of our clients like the challenge of doing it themselves but do not know where to start. We can train you in a day and show you how to do it yourself.

Specialists in helping you to remove all personal items and furniture from homes

(03) 9812-7280

0412 599 649

estateexperts@academix.com.au www.estateexperts.com.au 3



ESTATE EXPERTS

As heard on 3AW and Magic 1278



Care and Expertise with the 'Treasures' of a Lifetime

Fees and Charges

What do you need and what are you buying from us?
In a nutshell, most customers are usually buying:

1. A completely empty house and garage, and
2. Peace of mind that it will all be done quickly and efficiently.

oooOOOooo

At Estate Experts we are aware that fees and charges are a sensitive issue amongst our clients and we do try to keep your costs to a minimum.

Our quotation process is simple:

1. We estimate the total costs involved for removal of everything
2. We estimate the wholesale value of the goods that can be sold (i.e. the amount that I can reasonably expect to sell things for without going to extreme efforts that would not be economical)
3. Take one away from the other to arrive at the quotation, and
4. Either you pay me the balance or I pay you the balance depending on the value of the goods.

When you contract Estate Experts you are also buying:

- Over 50 years experience in collectables
- Our ability to find and identify potentially valuable items, especially ephemera that are usually discarded by inexperienced persons
- Reliability, flexibility and friendly service tailored to your needs
- Our **one-stop-shop** approach to the work. If we cannot do it for you we will find someone who can, e.g. finding a car dealer to buy the car in the garage
- Exposure to our network of dealers and collectors
- Consultation, management and coordination of the removal of **all** property from a home, garage, sheds and backyards
- We assume responsibility for the process and take the **worry and stress** off your shoulders
- Our licence to legally remove firearms and ammunition
- Geoff's scientific background and training and ability to identify, handle and safely dispose of poisons, chemical, solvents and paints
- Our ability to find items of obvious family interest and put them aside for your consideration.
- Our ethos of never throwing out anything of historical value and ensuring that as many items as possible "go to a good home".

Specialists in helping you to remove all personal items and furniture from homes

(03) 9812-7280

0412 599 649

estateexperts@academix.com.au www.estateexperts.com.au 4



ESTATE EXPERTS

As heard on 3AW and Magic 1278



Care and Expertise with the 'Treasures' of a Lifetime

What Estate Experts Do

- Provide a **friendly and sensitive approach** to emotional situations that arise during relocations or bereavements
- Take all the worry and stress off your shoulders
- Provide a **personal service** as we do not subcontract out work
- Identify items that have no resale value such as most beds, mattresses, TVs, old whitegoods and self-assemble furniture
- Provide a service **tailored** to your requirements – we can do a little or we can do the whole house, garages and sheds
- We can perform the following services for you:
 - Appraisals and valuations of items
 - Inventories
 - Document or other searches.
- We are a **one-stop-shop** and provide a very flexible approach to your needs and if we cannot do it, we **will find** someone who can.
- Provide an obligation-free consultation and inspection of the property
- Give a firm **written quotation** before commencing any work
- Manage and coordinate the removal of **all** furniture and all personal items from homes
- Use our network of antique dealers, secondhand furniture dealers and booksellers to sell your property on your behalf
- If appropriate, send furniture and other items to our network of Auction Houses to sell on your behalf
- Identify items of **family importance** and put them aside for consideration by family members
- Use our expertise to identify, sort and sell/dispose of all valuable and historically important items
- Buy selected smaller items that are of interest to Geoff or Matt who are collectors
- **Remove** chemicals, solvents, paints and poisons and dispose of them safely
- Remove firearms and ammunition legally.

PTO for what we don't do.

Specialists in helping you to remove all personal items and furniture from homes

(03) 9812-7280

0412 599 649

estateexperts@academix.com.au www.estateexperts.com.au

5



ESTATE EXPERTS

As heard on 3AW and Magic 1278



Care and Expertise with the 'Treasures' of a Lifetime

What Estate Experts Don't Do

- We are not furniture removalists but can arrange these services for you
- We do not remove any items of an illegal or significantly dangerous nature, e.g. illegal drugs, explosives (apart from ammunition), asbestos but can arrange for their removal
- We do not remove fittings (e.g. ovens)
- We are not tradesmen and cannot make repairs to the property
- Oh, and Geoff and Matt are not very good dancers or singers either!

Specialists in helping you to remove all personal items and furniture from homes

(03) 9812-7280

0412 599 649

estateexperts@academix.com.au www.estateexperts.com.au



ESTATE EXPERTS

As heard on 3AW and Magic 1278



Care and Expertise with the 'Treasures' of a Lifetime

Handy Hints For Clearing a Property

Many family members or helpful neighbours pitch in and help clear a property but remember that they are usually not experts in secondhand goods, especially in collectable, valuable or historical items.

Always use an Expert.

1. **Do NOT throw anything out until you have it assessed by Estate Experts.**
2. Decide if you have the time and energy to commit to the process. It is time consuming and hard work that is often emotionally difficult for family members.
3. **Call Geoff Crawford at Estate Experts (9812-7280 or 0412 599 649) for an obligation-free consultation before you start the clearing process.**
4. Allow plenty of time to do the work and do not do it in a rush.
5. Be aware of any biological or other hazards that may be present in the home and especially the garage/sheds. Wear gloves and protective gear if necessary.
6. If it looks like asbestos, leave it alone and call in an asbestos remover.
7. Chemicals, solvents, paints and poisons cannot be put in the rubbish bin or into a skip.
8. Similarly skip companies do **NOT** take tyres, asbestos and inner spring mattresses **or** charge you **EXTRA** for these items. Charities will not take beds with wire bases.
9. Antique dealers will usually pay 25-33% of the retail price for goods to ensure that they can make a living out of the deal. They need to cover all their overheads including removal and the fact that the item may sit on the shop floor for 12 months before sale.
10. Secondhand furniture and whitegoods dealers will pay a similar amount but this is the percentage of the price that they can sell it for, not the price the item was purchased for.
11. Book dealers are particularly **choosy**. Most books, especially paperbacks are practically worthless and might sell for \$0.50 to \$1.00 at a garage sale. Expect the book dealer to look over the books and perhaps choose five or six. They often do not buy books because they already have them in stock.
12. Be careful in selling collections of coins, stamps etc. **You really need the advice of an expert.**
13. Charities will not take anything that is damaged or stained. They also often collect on only one day a week in your area and so allowing plenty of time for the clearance is important.
14. Electrical goods are usually not accepted by charities for OHS reasons.

Specialists in helping you to remove all personal items and furniture from homes

(03) 9812-7280

0412 599 649

estateexperts@academix.com.au www.estateexperts.com.au

7



ESTATE EXPERTS

As heard on 3AW and Magic 1278



Care and Expertise with the 'Treasures' of a Lifetime

Referees and Helpful Contacts

*A short list of our satisfied customers who can act as
Referees for Estate Experts*

- Sue Ferre', partial clearance of her parent's home in East Bentleigh including sending a significant antique collection to auction. **0422 380 828**
- Jan Davey, cleared garage and furniture prior to move to Bright **5750-1202**
- Diana Collins, assisted her mother to re-locate to home, **(02) 9921-4822**
- George and Ruth Fellows, de-clutter house, **9876-5340**
- Peter Szanto, Senior Partner, Trumble Szanto Lawyers Prahran, **9529-6222**
- Malcolm Taylor, White Cleland Lawyers, Frankston, **9783-2323**
- Rhonda Ray, Law Clerk, **9836-9810, 0421 556 711**
- Ewen Cameron, GR Herbert and Co Lawyers, Black Rock, **9589-3233**
- Terry Cooper, Sweeney Estate Agents, cleared a very cluttered property in West Footscray, **9689-8388**

Through our work and family experience we make contact with many people. We have found the following people and businesses particularly helpful.

Real Estate Advocate Service for Sellers or Buyers

Ian Reid Vendor Advocacy
Ask for Ben Reid 0433 957 733
(03) 9430-0000 or 1300VENDOR
ben@1300vendor.com

Legal Aspects of Estates and Deceased Estates

Rhonda Ray, **0421 556 711**

Estate Disputes, Family and Property Disputes

Anita S Bartfeld, Barrister Ph: **9225 7956**
Clerk: Michael Green (9225 7222)
Room 324, Owen Dixon West
525 Lonsdale Street, Melbourne 3000

Private Placement Service - Finding a Hostel or Nursing Home

- Denise or Jillian, Tender Living Care, **9889-0211**

Government Agencies

- Australian Government, Dept of Health and Aging, Booklets and Forms – "5 Steps to Entry into Residential Aged Care" - **Essential**
- Centrelink, **13 2300**
- Probate Office, Supreme Court of Victoria, has a special section for small estates, www.supremecourt.vic.gov.au **9603-9296**

Other Services

- Bill Ivinson, Capstone Financial Planning, Melbourne, **9691-4660**

Specialists in helping you to remove all personal items and furniture from homes

(03) 9812-7280 0412 599 649

estateexperts@academix.com.au www.estateexperts.com.au 8

