

AGENT PROFILE *Gail Stone*

Realtor adapts to change

An experienced Realtor, Gail Stone has spent her entire 31-year career at William Pitt Sotheby's and has witnessed technology change the profession — for both good and bad.

"It's obviously gotten more computerized. We deal with machines more than people sometimes," said Stone, who said she knows Stamford "backward and forward."

The computers and advent of cell phones, she says, "makes it a little less personal and therefore harder to gain the trust of your clients" than it was three decades ago. In addition, she said, while fellow Realtors would often brainstorm over ideas "it's now done online. You do not come in and exchange ideas and that's a downside."

But Stone has kept up with the times and says once you gain the trust of your clients, anything is possible.

"You give extremely good service and always respond to their needs. That is what I do," said Stone. "If you do not do that, they will go on to another Realtor."

Stone, a 43-year resident of Stamford, said her "reward" is seeing her clients happy.

"My favorite part of the job is finding the right house for someone or selling a house to someone when it's easy and painless," she said. "My reward is seeing that person happy. I am also happy that they chose to be represented by me. Of course, the best thing is when they refer you to other people. It's then that you know you did a good job."

At this stage in her career, Stone said "a big part of my job is referrals. You get a lot more loyalty from a referral than you from someone who just saw an ad and called you."

A former computer programmer and



Business: William Pitt Sotheby's

Lives: Stamford

Works: Stamford

Experience: Rentals through luxury sales

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high school math teacher, Stone said real estate was the best job decision she made. She enjoys every aspect of the profession and said her most memorable sales were two separate homes she sold several times. One she sold three times and the other is on the market now for the third time.

"They are both antique homes," she said. "The one I am listing now is at 93 Riverbank Road (in Stamford) and it has four fireplaces that date back to the 1800s. It also has a library with 2,000 volumes, an in-ground heated pool and a professional clay tennis court. It's beautiful."

While Stone has done listings in Greenwich, Norwalk, Ridgefield and Wilton, it's Stamford where she feels at home.

"I like the cosmopolitan feeling of the city," she said. "I tell my clients that Stamford offers both a city setting and a small town setting."