BBB Complaint Submission

Complaint Against: Grandview Management (Grafton Place Apartments)
Contact Person: Tamra Youngblut

Summary of Issue

We (Fran Connor, sole next-of-kin, and my wife, Leah Connor, acting on my behalf) are attempting to obtain the personal belongings of our deceased family member, Keith Connor (date of death: February 23, 2026), who resided at Grafton Place Apartments in Burlington, Washington.

Despite repeated communication, providing documentation (including notarized forms), and a narrowly tailored request for sentimental items only, we have not received clear answers, confirmation of item status, or a timeline for resolution.

Detailed Description of Complaint

Following Keith Connor's death, we contacted Grandview Management in late February 2026 to begin the process of retrieving his personal belongings.

On February 28, 2026, Tamra Youngblut confirmed that Keith's "salvageable items" had been removed from the apartment and placed in secure storage, and stated she would provide next steps by March 2.

On March 2, 2026, during a phone call, Tamra confirmed that the belongings were secured and explained that legal documentation and identification would be required before release.

Between March 3 and March 6, 2026, we sent multiple follow-up emails requesting:

- Clarification of legal timelines
- Required notices under RCW 59.18.595
- Inventory or photographic documentation of stored and discarded items
- Clear next steps for retrieval or shipping

During this time, we provided all requested documentation, including:

- Notarized Affidavit of Heirship
- Notarized Liability Waiver and Indemnification Agreement
- Government-issued photo identification for both Fran Connor (sole next-of-kin) and myself
- Unofficial death record abstract

On March 9, 2026, we followed up again via email and voicemail. Later that day, Tamra stated that their legal team required a court order and in-person appearance to release belongings.

On March 13, 2026, we submitted a final, limited request for only two categories of items:

- Keith Connor's Polaroid collection
- Family photographs

These items have no financial value and are purely sentimental. We again confirmed next-of-kin status, referenced previously submitted notarized documentation, and provided an additional notarized indemnification agreement. We also offered to arrange and pay for shipping from Washington to Virginia.

Tamra responded that she understood the request but would need to consult legal counsel.

On March 29, 2026, we followed up again requesting a simple confirmation of whether these photographs existed in storage or had been discarded.

Tamra responded that they were "waiting for reports" and that "lawyers have asked no response until this has all been released." This response did not explain:

- What reports are being referenced
- Why this prevents even confirming the existence of items
- What "released" means
- When any resolution can be expected

Impact

More than a month after Keith Connor's death, despite providing notarized documentation and repeated good-faith communication, we have not received:

- Confirmation of whether the requested sentimental items exist

- Any inventory or documentation of belongings
- Required notices under Washington law
- A clear timeline for resolution

This lack of transparency and responsiveness has caused unnecessary distress during an already difficult time and reflects a failure to handle a death-related matter with reasonable communication or procedural clarity.

Desired Resolution

We are requesting:

- Immediate confirmation of whether Keith Connor's Polaroids and family photographs are in storage or were discarded
- Confirmation of the status and location of all personal belongings
- A clear and specific timeline for release or disposition
- Direct and transparent communication regarding any remaining requirements