



File a Complaint

Feedback from consumers is vital to BBB. We appreciate your willingness to report this information to us. We look forward to helping you and the business work toward a resolution.

Your complaint details:

First name: Mark

Last name: gansert

Email: pointlessemail2024@gmail.com

Phone: 2103968797

Street address: 8611 Waters Edge Dr 714

State: TX

City: San Antonio

Zip: 78245

Country: USA

Description of complaint:

On July 17, 2024, the day I moved in, my apartment was broken into. Security footage revealed the intruder entered through a large, unrepaired hole in the property's safety fence. I reported this to the previous owner, Richman Properties, who promised repairs but sold the property to Wilhoit Properties shortly after. Despite repeated assurances from Wilhoit's management over the past six months that they are "getting bids and estimates" to fix the fence, no action has been taken. This ongoing delay leaves my home vulnerable and demonstrates neglect of basic safety obligations.

Illegal Utility Practices: I informed Richman Properties, prior to the sale, that the complex was using a third-party electric company, which I believe violates Texas law as CPS Energy is the sole authorized provider in this area. Wilhoit Properties has continued this practice unabated, ignoring my concerns and potentially exposing tenants to illegal billing practices.

Harassment and Retaliation: Since I filed a complaint with the U.S. Department of Housing and Urban Development (HUD) regarding the above issues, as well as property blight and unaddressed dog feces throughout the complex, the on-site property manager, Velma, has

Business Headquarters Location

📍 1329 E Lark St,
Springfield, MO 65804-7351

☎️ [\(417\) 883-1632](tel:(417)883-1632)

If you have any questions or concerns, please contact the BBB assigned to your complaint:

BBB Serving Greater Missouri & Southern Illinois

📍 211 N. Broadway, Ste 2060
St. Louis, MO 63102

✉️
☎️ [\(314\) 645-3300](tel:(314)645-3300)

engaged in a pattern of harassment. She has conducted “snap inspections” of my apartment without providing proper notice as required by Texas tenant laws. This began immediately after my HUD complaint, suggesting clear retaliation for exercising my rights as a tenant. Refusal to Communicate: When I contacted Wilhoit Properties’ main office to address these issues, a representative informed me that, due to my HUD complaint, they will no longer communicate with me. This is unacceptable—I am a paying tenant with legitimate concerns about my living conditions, and their refusal to engage is both unprofessional and retaliatory. Furthermore, if they refuse to communicate, I see no basis for them to demand access to my apartment for inspections or other purposes.

Desired settlement:

Immediately repair the safety fence to prevent further security breaches. Investigate and cease the use of an unauthorized third-party electric provider, ensuring compliance with Texas law. Stop all retaliatory actions, including unannounced inspections, and adhere to proper notice requirements under Texas tenant laws. Address the ongoing property maintenance issues, including blight and sanitation concerns. Resume professional communication with me as a tenant to resolve these matters promptly.

Does your complaint involve a health issue?:

No

- I have read and agree to the Complaint Submission Terms.
- I authorize the business to communicate with BBB about my complaint and disclose to BBB any personal information related to the complaint including the following if applicable:
(a) information about a transaction or payment, (b) student records, and (c) information about an alleged debt
- I consent to the collection, use, and disclosure of my personal information in accordance with the BBB Privacy Policy, which I have read and understand.

Signature: _____

Date: _____

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