



KEN PAXTON  
ATTORNEY GENERAL OF TEXAS

### Consumer's Information Summary

<b>Individual/Business</b>	Individual	<b>Address 1</b>	8611 Waters Edge Dr
<b>First Name</b>	Mark	<b>Address 2</b>	714
<b>Middle Name</b>	patrick	<b>City</b>	San Antonio
<b>Last Name</b>	gansert	<b>County</b>	Not in Texas
<b>Age</b>	50-59	<b>State</b>	TX
<b>Doing Business As</b>		<b>Zip/Postal Code</b>	78245
		<b>Country</b>	US
<b>Primary Phone</b>	(210) 396-8797		
<b>Extension</b>			
<b>Secondary Phone</b>	(210) 396-8797		
<b>Extension</b>			
<b>Email</b>	<a href="mailto:pointlessemail2024@gmail.com">pointlessemail2024@gmail.com</a>		

### Business'/Individual's Information Summary

<b>Business/Individual</b>	Business	<b>Address 1</b>	8611 Waters Edge Dr
<b>Business Name</b>	Wilhoit Properties	<b>Address 2</b>	
		<b>City</b>	San Antonio
<b>Phone</b>	(210) 673-5000	<b>County</b>	Bexar
<b>Extension</b>		<b>State</b>	TX
		<b>Zip/Postal Code</b>	78245
		<b>Country</b>	United States
<b>Website</b>			
<b>Email</b>	<a href="mailto:customerservice@wilhoitproperties.com">customerservice@wilhoitproperties.com</a>		



KEN PAXTON  
ATTORNEY GENERAL OF TEXAS

### Complaint Summary

Name of person you dealt with	Velma
How did you first come into contact with this business or individual?	I went to company's place of business
If other, please specify.	
If you responded to a solicitation in another language, which?	
Where did the transaction take place	At home
If other, please specify	
Transaction Date	7/17/2024
	<p>To the Texas Attorney General, I'm filing this complaint against Wilhoit Properties, managers of [Apartment Complex Name] in San Antonio, TX, for violations of the Texas Deceptive Trade Practices Act (DTPA, Bus. &amp; Com. Code § 17.46) and Texas Property Code § 92.331 (retaliation). As a disabled tenant on a Housing Choice Voucher (HCV), in a complex where over 80% of residents are HUD-subsidized, I've faced a pattern of fraud, neglect, and retaliation since moving in July 17, 2024. Wilhoit's out-of-state (Missouri) and clueless—Texas law's chewing them up.</p> <p>DTPA Violations: Illegal Class Action Waiver: My lease says: "YOU EXPRESSLY WAIVE YOUR RIGHT TO BRING, REPRESENT, JOIN, OR OTHERWISE MAINTAIN A CLASS ACTION... IN ANY FORUM... provisions shall survive the termination or expiration of this lease."</p> <p>It's coercive—sign or no housing. It's perpetual—binds me forever. It's unconscionable, targeting HUD tenants with no leverage. Texas courts (Churchill Forge v. Brown, 2001) void this crap—Wilhoit's hiding behind it.</p> <p>Utility Fraud: Richman Properties (prior owners) ran an illegal third-party electric setup—CPS is San Antonio's only provider by law. I flagged it; they sold to Wilhoit fast. Wilhoit's kept it going—estimating bills, not reading meters. Deceptive as hell, overcharging 80% HUD tenants.</p> <p>Amenity Scams: "Clubhouse" in the lease? Their office—only open when staff's around. "Pool"? Closed 4 years till I forced it open. Promised amenities, delivered lies—DTPA bait. Demanded clubhouse access or rent cuts March 26; ignored.</p>



**KEN PAXTON**  
ATTORNEY GENERAL OF TEXAS

**Please describe your complaint in detail**

Retaliation (Property Code § 92.331):

Velma's Inspection Stunts: On March 26, 2025, Property Manager Velma hit me with an 18-hour notice inspection—Texas law and HUD rules say 72 hours minimum. Happened before too—snap inspections since my HUD complaint. Yesterday, she threw my door open, yelled she "doesn't get paid enough" when I asked her to close it, then screamed "asshole" from the third floor—neighbors heard.

Corporate Silence: Called Springfield, MO office yesterday (March 27); person there said they won't talk to me since I filed with HUD. Burdensome and retaliatory—keeps happening.

Context: Started after my July 2024 break-in (security fence hole, still unfixed), HUD filing, and EPA complaint (March 27) for refrigerant mishandling—no scales, no records, no reclamation, inherited from Richman.

Richman's Role:

Richman's VP (original owner) promised fence repairs July 2024, then sold to Wilhoit after I pushed on the utility fraud. Wilhoit's stuck with their mess—both dodging Texas law in a Texas venue their Missouri lawyers can't touch.

Requested Action:

Investigate Wilhoit for:

DTPA violations—illegal waiver, utility fraud, amenity deceit.

Retaliation—Velma's notices, corporate "no talk" policy.

Pattern harming HUD tenants—80% of us here.

I want fines, injunctions, lease fixes—whatever sticks.

EPA's on their refrigerant scam (filed March 27, echoes to all holdings); HUD's got my complaint. Wilhoit's VP ignores me—media's next if you don't move. Texas courts'll eat their non-barred counsel alive.

Sincerely,

Mark Patrick Gansert

<b>Have you complained to the business or individual?</b>	Yes
<b>If Yes, when?</b>	3/27/2025
<b>What was the business' or the individual's response?</b>	as mentioned in the complaint, the respondents own corporate policy is the silent treatment for tenants who file legitimate HUD complaints

<b>Did you sign a contract?</b>	No
<b>How much did the company/individual originally ask</b>	



**KEN PAXTON**  
ATTORNEY GENERAL OF TEXAS

<b>you to pay?</b>	
<b>How much did you actually pay?</b>	
<b>Method of Payment</b>	
<b>Date of Payment</b>	

<b>Have you contacted another agency or attorney about this complaint?</b>	Yes
<b>If yes, please list name and address of the agency or attorney?</b>	BBB EPA HUD
<b>What action was taken by this agency or attorney?</b>	None as I am aware of this complaint is new