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Google

All reviews

5

4

3

2

1

1.6

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- 5.

18 reviews



[calin varga](#)

[1 review](#)



3 months ago

they do not return phone calls

[KlydeVividarium](#)

[1 review](#)

  11 months ago

They are the worst HOA I've ever had the displeasure of working with. They're incredibly unhelpful, they seem to do whatever it takes to make sure they don't have to do anything to help you. If you have a question, they'll either say they can't give you the info, or tell you to Google it before trying to rush you off the phone. If you ever see Terra West in relation to a place you want to move, DO NOT DO IT. AVOID TERRA WEST IF AT ALL POSSIBLE.

[Pam K Pike](#)

[3 reviews](#)

  a year ago

I have been dealing with Terra West for three years. I also live in minors village. They have continued to flood my property, kill trees and said last year they would replant. Nothing done as of today. Morgan a new hire was happy to help when we first talked, now I'm on my own again. It seems they have a big turn over. My opinion they cannot keep good people. Maybe an excuse for the Hoa to tell us " that person is no longer with us, so let's start the process over and over"!!!!I think it's time for the minor village residents to ban together . We pay our Hoa dues on time but they do not live up to their responsibilities.

[Haley Rose](#)

[1 review](#)

  a year ago

Complained about a neighbor whos house is trashed, no lawn, smells horrible, dog poop left in bags in the heat for days . It's been this way since 09, got cleaned up in '13 but now the lady is gone its nasty. We clean his cigarette butt up, weed containers up, HOA says nothing to him as daddy pays fines. I leave my trash down to late on Tuesday and I am fined 50 bucks

[Kitti Barth](#)

[16 reviews](#)

 a year ago

I have had several reasons to interact with Terra West and always happy with outcomes. Recently made a complaint regarding noise and received a prompt email in return thanking me and stating they were working on resolution as home was a rental.

[CHUCK WEBER](#)

[9 reviews](#)

  a year ago

This HOA should be rebranded as Terrible West. They police the community by hiring old, short, fat, ugly retired people that suffer from low self esteem. They have nothing better to do than drive around looking for “violations”, and threaten with subsequent daily \$100 fines if the violation is not promptly addressed. I have recieved letters for: 1. Yellow spots on lawn from neighbors dogs peeing. 2. Garbage can left overnight. 3. Dandelions on the lawn classified as “weeds”. 4. Weeds growing in cracks on the sidewalk which is city property. 5. Latest letter were about “tree suckers” which are tree

sapplings coming through the lawn from two quaking aspens. 6. After years of parking my pick up truck with pop up camper, they said i cant park my truck in driveway. They backed down after threat of lawsuit. 7. Currently, residents with cracked driveways are being forced to spend thousands to redo thier driveways. 8. One resident was fined for ironing her clothes inside her home because her work was visible from the street. 9. A friend was fined washing a rug in the driveway. 10. Residents are being forced to repaint homes because the HOA NAZI's think the paint is too old and the paint is "fading". The list goes on... In communicating with people at the Terrible West office, they are hostile and authoritarian in there attitude. Customer service pathetic. Consequently we sold out home we bought in 2001 and relocated to a home with no HOA. Terra West is compromising home values due their over policing of CCRs. Class action lawsuit against Terra West is imminent.

[Micaela Malaxechebarria](#)

[Local Guide](#) [47 reviews](#)

     3 years ago

No one EVER Returns my calls. I have called and emailed dozens of times. No one ever answers or return my calls. Is my HOA just paying a shell corporation? I just picture an empty room, with no lights and a pile of mail, because that is about how much attention I get.

[Mark Crouse](#)

[2 reviews](#)

     3 years ago

I have a dispute with the architectural review committee in Miners Village. It's my opinion they operate under a double standard. I filed a formal complaint with Terra West Management Services, Miners Village Board of Directors. I provided them with photographs to support my point of view and requested I be allowed to appear at a Board of Directors meeting to state my case. My complaint has never been addressed. After 3

mos. I have not received any response from the Miners Village Board of Directors. I assume their Las Vegas Attorneys gave them bad advice by telling them to just ignore complaints filed by residents. I guess they think I'll just fade away and give up. That's not going to happen!

[Kayla Van Vleet](#)

[1 review](#)

  3 years ago

They are horrible. I wish our HOA used a different company. Several people along our street are having to replace their driveways due to small cracks & some pitting. How is it right for them to force hard working families to fork out 3k-5k as a result of weather damages. A few of these families have moved in within the past 2 years and the damage was there before hand. Doesn't seem right. If you decide to use this company for any reason....Fully expect to have unhappy tenants.

[Garrett Reichman](#)

[5 reviews](#)

  3 years ago

Terrible company! I have been a property manager in Reno for 5 years. Every time I call them I'm treated horribly. 9-10 out of ten times I'm calling to submit a response form for a violation or getting an extension for the violation....cause that's my job. Even if you send them a property management agreement they still wont do what you ask. The only way you can do anything is if the owner sends them a form authorizing you to access your their accounts. Now when my owner lives in a remotes part of the "world" without internet access and rarely takes calls on the phone. How am i supposed to handle these issue without their stupid form. Just the fact that I'm a realtor and property manger who has been dealing with your company for years should be enough. A management agreement should be enough!

[Danyelle Lincoln](#)

[1 review](#)



3 years ago

The level of professionalism and and general ability to manage a community is ridiculously poor. Saying that this company is incompetent is far too nice. Unfortunately, I do not know a word in the English language to summarily describe just how bad TerraWest is. Our community is plagued with maintenance issues, (no lighting, balconies falling off of buildings, literally two buildings damaged by fire (2 months ago) with no attempts at cleanup or repair, plagues of wasps and ants, the list goes on). Get zero responses from the HOA when issues are raised, or get canned responses of "this issue is important to us....." The HOA has been giving owners "warnings" for parking in their owned spots, plastering threats about reporting other residents and pursuing legal action against residents for endless reasons (trash, cigarettes, pets). The day I can move out of my home cannot come soon enough.

[Susie Kapahee](#)

[41 reviews](#)



3 years ago

A little background is necessary: My mother passed away January 2017 and had lived in a community with an HOA managed (?) by Terra West. Upon her death, a death certificate was sent to them along with information about her estate trustee, myself. Her home closed escrow 4.26.17 and a large credit was to be returned to the estate. She always paid a year in advance so the credit is over \$1,000! As of this date, July 9th, they have stalled, refused to send correspondence to my new address, treated me as if I had no right to be on the planet with them and well, I'm not going to go on. I tried to resolve this without going to my estate attorney as his involvement will mean less monies for the estate but to no avail. Letters, phone calls, emails etc haave not resolved this. **THE BOTTOM LINE IS DO NOT PAY HOA FEES IN ADVANCE. THEY WILL KEEP THEM.**

[The Chief775](#)

[1 review](#)



3 years ago

What a bunch of Nazi, crooked and self righteous cultish folk. I've never felt so harassed in my life. Getting notices every week for tire marks on my driveway, trash being taken in on Tuesday morning instead of Monday night, weeds on the sidewalk????!! I hope I catch one these mongrels lurking around my property someday. I have a few choice words for these crooks.

[jefforia s](#)

[Local Guide](#) [43 reviews](#)



3 years ago

Renee Smith and the heard of cows that work with her should be dropped off a cliff. Renee is a horrible person that is an embarrassment to her entire family. This company will be better off without employees like Renee Smith.

[Richard Naccarato](#)

[3 reviews](#)



4 years ago

Please count this as the first Google Review for TerraWest -- quite in line with the several other 1-star reviews published in Yelp! Unfortunately we homeowners in the Meadows of Reno have no choice but to adhere to these Nazi rules that TW convinces the Board are good ideas. De-programming your gate clicker if you haven't turned in a survey within ONE day! Convincing the Board that SNC slurring will do a decent job -- after already having experienced the worst job in all the 11 or so villages around...including our sister village Windgate! On the "positive" side, I guess anyone can "buy" a guest parking spot at just \$10/month -- the amount the homeowner fees went up recently for all 200 houses. Just give them a call, offer your \$10/month, and they will come right out and paint "Reserved" on your guest spot of choice! I have been in this development 12 of the last 16 years (since 1999), and I can honestly say we have the worst HOA board that goes along with these inept, incompetent recommendations from TerraWest. I too will be thrilled to be out of here no more than a year from today!

[Mila Shegol](#)

[1 review](#)



Terrible

[Anthony A. Longo](#)

[Local Guide](#) [76 reviews](#)



[Kirk Barlow](#)

[Local Guide](#) [330 reviews](#)

★★★★★ a year ago



Satellite