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Terra West Manage...

Terra West Management Services

2.0
 ★ ★ ★ ★ ★
 154 reviews [Write a review](#)
 Real Estate (https://reviews.birdeye.com/d/real-estate/enterprise-nv/) |
 Enterprise, NV 89113
 Own this business? (terra-west-management-services-149479738644190/claim/)

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REVIEW SUMMARY

BIRDEYE SCORE

2.0
 ★ ★ ★ ★ ★

154 reviews

5 ★	27
4 ★	3
3 ★	2
2 ★	9
1 ★	91

22 reviews have no rating

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Reviews (91)

Sort By: Recommended



Shalene Denise on Facebook (https://www.facebook.com/shalene.denise) 8 months ago
 query=Terra%20West%20Management%20Services%206655%20S%20Cimarron%20Rd%20Suite%20200%20Enterprise%20NV%2089113&query_place_id=ChIJV1KNvNvAylAR1S4oqPdpFFU)

Terra West truly appreciates their clients and employees! Thank you for everything! You guys are amazing.



Stefanie on BBB (https://www.bbb.org/us/nv/las-vegas/profile/property-management/terra-west-management-services-1086-80160) 9 months ago

Terra West Management has a non-existent maintenance line. Our condo's water stopped working after hours, we called the "emergency maintenance line" just for someone to say that we should leave a call back number, which we did. It has been 4 days and they still haven't called us back. Extremely, disappointing that their is no one to speak to in an emergency. Don't expect anything from them. We have water back to the condo- no thanks to Terra.

Business Response:

We are sorry that you experienced less than excellent customer service. We have spoken to our staff members and no one has any record of your call. We also searched our homeowner database and cannot find your name. If you are able to provide more detail (property address or name of community), we will be able to further research why you did not receive a call-back. We appreciate that you brought this to our attention. If there is a problem with our process in handling emergency calls, we would like to fix it immediately. Again, we sincerely apologize, and if you would like to discuss this further or need assistance to resolve any remaining issues, you are welcome to call our Customer Service department at (XXX) XXX-XXXX.

◆ Direction (https://www.google.com/maps/dir/?api=1&destination=Terra%20West%20Management%20Services+6655%20S%20Cimarron%20Rd%20Suite%20200,%20Enterprise,NV89113&destination_place_id=ChIJV1KNvNvAylAR1S4oqPdpFFU) Call (tel:(702) 362-6262) Website (https://terrawest.com/)

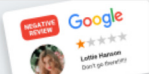
◆ 6655 S Cimarron Rd Suite 200, Ste 200, Enterprise, NV 89113

◆ (702) 362-6262 (tel:(702) 362-6262)

◆ https://terrawest.com/ (https://terrawest.com/)

- ◆ Property Management (https://reviews.birdeye.com/d/property-management/enterprise-nv/)
- ◆ Closed now
- ◆ Google (https://www.google.com/map...)
- ◆ Facebook (https://www.facebook.com/...)
- Suggest edits (terra-west-managemen...)

More business info

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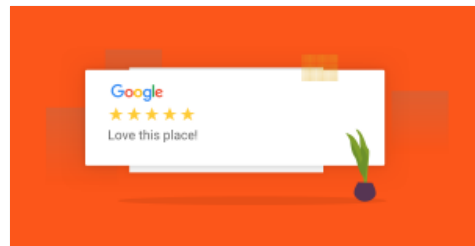

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 **Patrick Q** on BBB (<https://www.bbb.org/us/nv/las-vegas/profile/property-management/terra-west-management-services-1086-80160>)
 ★ ★ ★ ★ ★ 10 months ago
 Terra West Management Services is worthless. We moved into a beautiful home in Palomino Estates only to find known drug houses next door 4521 Dusty Trail and across the street 4512 Dusty Trail. We asked them to do something about the homeless meth addicts in and out of 4521 Dusty Trail and they tell us we need to call NLV Police. Isn't homeless drug addict sleeping in the backyard and front yard of the house a HOA violation? How about urinating on the front of the house in plain view? how about quality of the neighborhood when NLV Police are at the one or the other house on a weekly basis? How about that CCSD has a Junior High School bus stop right in front of the 4521 Dusty Trail house? How... more>>


Business Response:
 Dear Mr. Quinn:
 Your concerns are certainly understood. Please understand, the association is not a law enforcement entity and strongly encourages owners to communicate with local authorities on any illegal activity. The association follows up on violations of the governing documents when incident information is provided to the association, and the association will be following up on the missing lock. It is through owners, association, and local entities, all working together that difficult situations can be resolved. Some situations take more time than others. Diligence and continued communication is key to achieving best end results.


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[Free eBook: How to respond to negative reviews](https://birdeye.com/resources/ebooks/the-ultimate-guide-to-managing-negative-reviews/)  (https://birdeye.com)
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 **Beverly Keller** on Facebook (<https://www.facebook.com/Terrawest/reviews/>)
 a year ago
 Train their concierge employees.

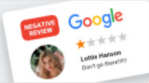
 **Paul Iwanicki** on Facebook (<https://www.facebook.com/Terrawest/reviews/>)
 a year ago
 This place is so stupid. Nothing better to do than to drive around and nit pick at YOUR property. 2 leaves in your yard, they will send you a citation. Meanwhile, the park in our division, the garbage cans are overflowing with dog crap. People need to learn how to do business.


 **Carlos Alvarado** on Facebook (<https://www.facebook.com/Terrawest/reviews/>)
 (https://birdeye.com) 2 years ago
 they are horrible their only concern is collecting fines.

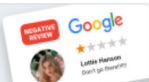
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 **Latisha Taylor** on Facebook (<https://www.facebook.com/latisha.taylor.2013/posts/10155921142647466>)
 a year ago

 **Kristna NMore** on Facebook (<https://www.facebook.com/knewcombmoore/activity/2366093220072277>)
 ★ ★ ★ ★ ★ 2 years ago
 They continue to disappoint. Just received our Board of Directors Meeting notice (today is September 27, 2018) and the date on the notice reads July 16, 2018. That was our previous meeting. So basically they printed and just sent out the old notice and didn't bother to I don't know.... update the date? I would think that's kind of important. But what do I know. I'm just a homeowner paying dues to a company that really needs to correct its issues.

Learn how to respond to a 1 star review like this one.
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 /resources/ebooks/the-ultimate-guide-to-managing-negative-reviews/

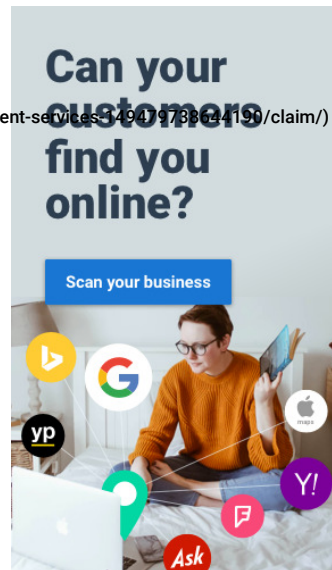
 **Rachelle E.** on BBB (<https://www.bbb.org/us/nv/las-vegas/profile/property-management/terra-west-management-services-1086-80160>)
 ★ ★ ★ ★ ★ 2 years ago
 This management company absolutely SUCKS!!! They refuse to send violation letters and do anything about REAL violations, such as individuals illegally parking in the community where they are not supposed to. They also send violation letters for things that aren't even real violations in the first place! They refuse to respond to e-mails timely; they refuse to give payment coupons when they are supposed to. Heck, I can't even make my payment online because the "management company ID" that have been on coupons I received in previous years is not even correct!!! It is not even current!!! And there is nowhere to even find the "management company ID" online. I am so dang frustrated and upset with... more>>

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 /resources/ebooks/the-ultimate-guide-to-managing-negative-reviews/

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TOP REAL ESTATE IN YOUR AREA

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 (https://reviews.birdeye.com/profit-realty-group-148621882731165)
 5.0 ★ ★ ★ ★ ★ (1) · Real Estate
 6272 Spring Mountain ...
 (702) 685-9600 (tel:(702) 685-9600)
 4 people are looking at this business

Dunn Properties
 (https://reviews.birdeye.com/dunn-properties-775390400)
 5.0 ★ ★ ★ ★ ★ (1) · Real Estate Agents
 6550 Laredo St
 (702) 878-5000 (tel:(702) 878-5000)

Ctr Property Management
 (https://reviews.birdeye.com/ctr-property-management-148621628054116)
 5.0 ★ ★ ★ ★ ★ (3) · Real Estate Agents
 5225 S Valley View Blvd
 (702) 487-7787 (tel:(702) 487-7787)

Gts Properties
 (https://reviews.birdeye.com/gts-properties-148621548892726)
 5.0 ★ ★ ★ ★ ★
 (2) · Property Management
 5855 W Craig Rd Ste 102

🔍
(https://birdeye.com/)

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(702) 396-5550 (tel:(702) 396-5550)

Absentee Property Management
(https://reviews.birdeye.com/absentee-property-management-963227584)

5.0 ★ ★ ★ ★ ★ (2) · Real Estate
2235 E Flamingo Rd # ...
(702) 794-4090 (tel:(702) 794-4090)
5 people are looking at this business

Re/Max Properties
(https://reviews.birdeye.com/re-max-properties-145682220380288)

5.0 ★ ★ ★ ★ ★
(2) · Property Management
3275 S Jones Blvd Ste ...
(702) 310-3700 (tel:(702) 310-3700)
1 person is looking at this business

ABOUT

Since 1982, Terra West Property Management is a privately-owned and operated community and property management company with three offices in southern Nevada and one each in Mesquite, Reno, and St. George, Utah. The firm has several specialty divisions including Residential Leasing and Management, Real Estate Sales, Government Contract Management, Luxury High-Rise and Community Association Management Divisions. The company's dedicated and knowledgeable professionals have extensive experience in community, residential and investment property management, sales and leasing. Terra West serves more than 220 homeowner associations, representing more than 55,000 homes and luxury high-rise towers and ...more>>

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