





Business Response

Good morning Kagan,

We apologize you are experiencing this with your HOA, please know that Terra West is strictly the management company for your community. We are not the HOA and we do not establish the rules of your community, we are the entity that facilitates communication between your HOA and its homeowners.

We act, enforce and operate under the complete direction of the Board of Directors of your association. If you have any concerns regarding your community's rules or regulations, we strongly advise that you attend your community's board meeting so you may speak directly with your Board of Directors. Doing so will allow the Board of Directors to hear your concerns and assist you with any questions.

Please message us the name of your community and property address so we may provide you the date of your next board meeting and so we may assist you with the concerns you communicated to us.



(https://birdeye.com/resources/ebooks/the-ultimate-guide-to-managing-

negative-reviews/)



Amber Marie Lozano on Facebook (https://www.facebook.com/Amber.Lozano09/activity/10206715460619952) ★★★★★ 4 years ago

Google

Lottie Hanson Don't go therefilt



Frank Martinez on Facebook (https://www.facebook.com/frank.martinez.18007/activity/1076759732357611)

★★★★★ 5 years ago

They used to be great. I never had a problem until my AC went out for 16 days and issue was never really resolved. I was told to be reimbursed for half a months rent and until I contacted them they knew nothing about my issue and basically said go f#*K myself. Tammy Burns and ProServ are nothing but a bunch of crooks!

BOOgle Learn how to respond to a 1 star review like this one. Free eBook: How to respond to negative reviews

(https://birdeye.com/resources/ebooks/the-ultimate-guide-to-managing-

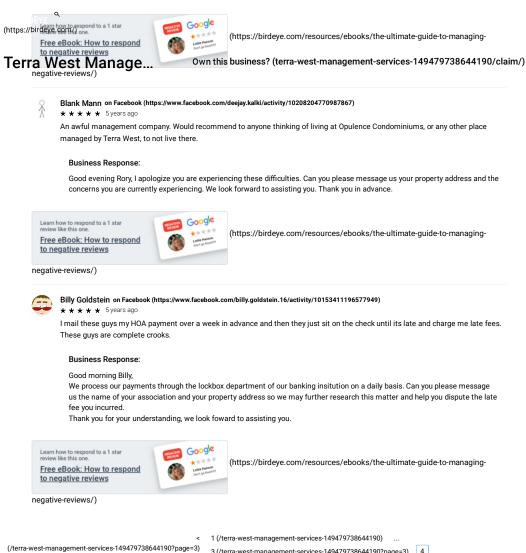
negative-reviews/)



Bev Caldwell on Facebook (https://www.facebook.com/bev.caldwell.9/activity/10208227743520070) * * * * * 5 vears ago

Lottie Hanson Don't go dweet/

The worst HOA I have ever dealt with. They have fined us 730.00 for out tenant having a dog which was not true. Tenant did not have a dog. Fined us for tenant having shoes on the porch sent us four certified letters for tenant having a light bulb out which was not true light bulb was not out. And the list goes on and on. I do not know how they stay in business. They do not provide proof of anything they just flap their jaws. They do not answer you when you call or email them they do not take care of business. I believe in Karma

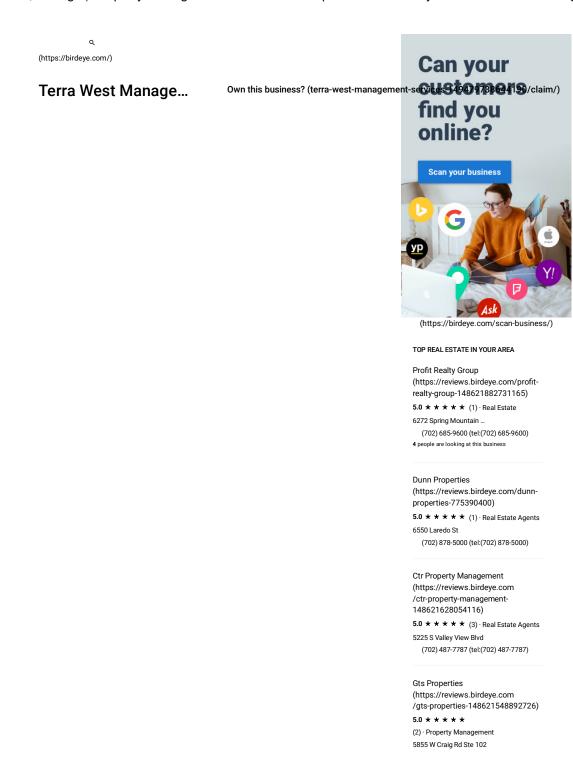


5 (/terra-west-management-services-149479738644190?page=5)

3 (/terra-west-management-services-149479738644190?page=3) 4

... 11 (/terra-west-management-services-149479738644190?page=11)

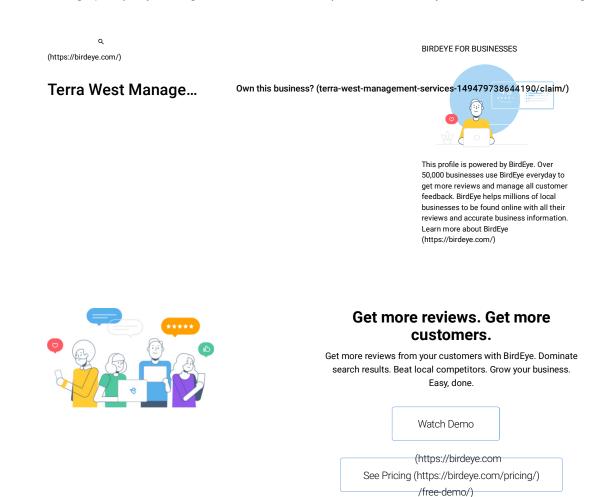
(/terra-west-management-services-149479738644190?page=5)



(https://birdeye.com/)	
	Abcontos Droparty Managament
Terra West Manage	Absentee Property Management Own this business? (terra-west-management-set) /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

associations, representing more than 55,000 homes and luxury high-rise towers and ...more>>

> Suggest edits (terrawest-management-services-149479738644190/edit/)



Q (https://birdeye.com/)

Terra West Manage...

Objectives

Own this business? (terra-west-management-services-149479738644190/claim/)

Products Reviews (https://birdeve.com

/reviews/) Listings (https://birdeye.com /listings/)

Interactions (https://birdeye.com /interactions/)

Webchat (https://birdeye.com /webchat/)

Inbox (https://birdeye.com /inbox/)

Video Chat (https://birdeve.com /video-chat/)

Receptionist (https://birdeye.com /receptionist/)

Mass Texting (https://birdeye.com /mass-texting/)

Surveys (https://birdeye.com /surveys/)

Ticketing (https://birdeye.com /ticketing/)

Insights (https://birdeye.com /insights/)

/benchmarking/)

Online Reputation Management (https://birdeve.com/onlinereputation-management/) Google Reviews

(https://birdeye.com/googlereviews/)

Google My Business (https://birdeye.com/googlemy-business/)

Business Listings Management (https://birdeye.com/businesslisting-management/)

Customer Experience (https://birdeye.com/customerexperience/)

Customer Interaction (https://birdeye.com/customerinteractions/)

Website Chat (https://birdeye.com /website-chat/)

reviews/)

reviews/)

Benchmarking (https://birdeye.con

Online Reviews (https://birdeye.com/online-

Facebook Reviews (https://birdeye.com/facebook-

Dental (https://birdeye.com /dental/) Healthcare (https://birdeye.com

Industries

/healthcare/) Real Estate (https://birdeye.com/real-

estate/) **Financial Services** (https://birdeve.com

/financial-services/) Legal (https://birdeye.com

/legal/)

Automotive (https://birdeye.com

/automotive/) Retail (https://birdeye.com

/retail/) Hospitality

(https://birdeye.com /hospitality/)

Insurance (https://birdeye.com /insurance/)

Home Services (https://birdeye.com/home services/)

Restaurants (https://birdeye.com /restaurants/)

Personal Services (https://birdeye.com /personal-services/)

About Us (https://birdeve.com /aboutus/) Leadership Team

Support and Tools

Scan Your Business

(https://birdeve.com

(https://reviews.birdeye.com/)

(https://developers.birdeye.com/)

(https://support.birdeye.com/s/)

/scan-business/)

Find a Business

For Developers

BirdEye Support

Refer a Business

/dashboard

(https://birdeye.com

/account/referrals/

/team/) Pricing (https://birdeye.com /pricing/)

(https://birdeye.com

Company

Watch Demo (https://birdeye.com /free-demo/)

Bloa (https://birdeye.com /blog/)

Press (https://birdeve.com /press/)

Product Updates (https://birdeye.com /updates/)

Careers (https://birdeye.com

/careers/) Success Stories (https://birdeye.com

/resources/casestudies/)

BirdEye Reviews (https://birdeye.com /birdeye-reviews/)

BirdEye Results (https://birdeye.com /resources/results/)

Contact Us (https://birdeye.com /contactus/)

(https://itunes.apple.com/us/app/birdeye/id1000915473?mt=8)

(https://play.google.com/store/apps/details?id=com.birdeye.blip&hl=en)

(https://www.facebook.com/BirdEyeReviews) (https://twitter.com/birdeye_) (https://www.linkedin.com/company/birdeye) (https://www.instagram.com/wearebirdeye/) (https://www.youtube.com/birdeye) (https://www.glassdoor.com/Overview/Working-at-BirdEye-El_IE1070998.11,18.htm)

Contact Support (https://birdeye.com

/contactus/)

Terms & Conditions (https://birdeye.com/terms/) Privacy Policy (https://birdeye.com/privacy/) Security (https://birdeye.com/security/) HIPAA (https://birdeye.com/hipaa/) CCPA (https://birdeve.com/ccpa/) © 2020 BirdEve.lpc