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# Terra West Management Services

2.0  
★ ★ ★ ★ ★  
158 reviews

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Property Management (https://reviews.birdeye.com/d/property-management/enterprise-nv/) |  
Enterprise, NV 89113  
Own this business? (terra-west-management-services-149479738644190/claim/)

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## REVIEW SUMMARY



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Reviews (92)

Sort By:

Google Reviews (66) (https://www.google.com/maps/search/?api=1&query=Terra%20West%20Management%20Services%206655%20S%20Cimarron%20Rd%20Suite%20200%20Enterprise%20NV%2089113&destination\_place\_id=ChIJV1KNvNvAylAR1S4oqPdpFfu) Call (tel:(702) 362-6262) Website (https://terrawest.com/)

[on BBB \(https://www.bbb.org/nevada/property-management-services-1086-80160\)](https://www.bbb.org/nevada/property-management-services-1086-80160)

**Melissa M**  
★ ★ ★ ★ ★ 2 months ago  
This is a terrible HOA - incompetent, takes forever, awful customer service - the list goes on of how awful my experience has been with them. Please avoid living in one of their communities at all costs. They have fined me for not getting my yard done and yet, will not approve my ARC Application from the landscaping company. It is a horrible agency and I am embarrassed to be associated with them.

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/)

**Shalene Denise** on Facebook (https://www.facebook.com/Terrawest/reviews/) 10 months ago  
Terra West truly appreciates their clients and employees! Thank you for everything! You guys are amazing.

Direction (https://www.google.com/maps/dir/?api=1&destination=Terra%20West%20Management%20Services+6655%20S%20Cimarron%20Rd%20Suite%20200,%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/)

Real Estate (https://reviews.birdeye.com/d/real-estate/enterprise-nv/)


Closed now

Google (https://www.google.com/map...)

Facebook (https://www.facebook.com/...)

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[More business info](#)

 **Stefanie** on BBB (<https://www.bbb.org/us/nv/las-vegas/profile/property-management/terra-west-management-services-1086-80160>)  
 (https://birdeye.com/terra-west-management-services-149479738644190) ★ ★ ★ ★ a year ago

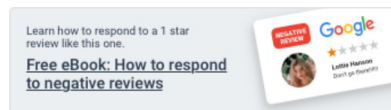
Terra West Management has a non-existent maintenance line. Our condo's water stopped working after hours, we called the "emergency maintenance line" just for someone to say that we should leave a call back number which we did. It has been 4 days and they still haven't called us back. Extremely disappointing 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.

## Terra West Management

### Business Response:

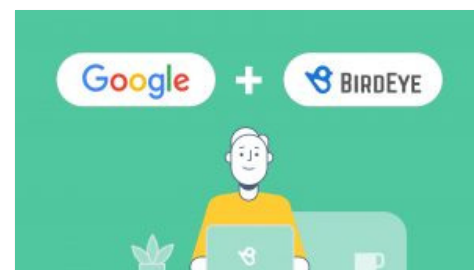
We are sorry that you experienced less than excellent customer service. We have spoken to our staff members and no one has any record of your call. We also searched our homeowner database and cannot find your name. If you are able to provide more detail (property address or name of community), we will 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.



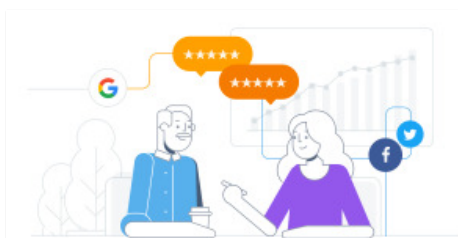
(https://birdeye.com/resources/ebooks/the-ultimate-guide-to-managing-

negative-reviews/)


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Trust Economy: Why Google and BirdEye Are Against Review Gating



How to ask for feedback from customers: Three sample emails

 **Patrick Q** on BBB (<https://www.bbb.org/us/nv/las-vegas/profile/property-management/terra-west-management-services-1086-80160>)  
 ★ ★ ★ ★ ★ a year 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:

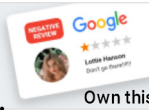
Dear Mr. Quinn:

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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## Terra West Manage... negative-reviews/)

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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/)

2 years ago

they are horrible their only concern is collecting fines.



**Latisha Taylor** on Facebook (https://www.facebook.com/latisha.taylor.2013/posts/10155921142647466)

2 years ago



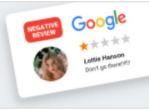
**Kristna NMore** on Facebook (https://www.facebook.com/knewcombmoore/activity/2366093220072277)

★★★★★ 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.

[Free eBook: How to respond to negative reviews](#)



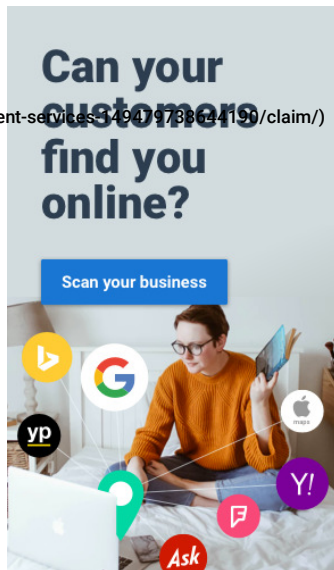
(https://birdeye.com/resources/ebooks/the-ultimate-guide-to-managing-

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### Terra West Manage...

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(https://birdeye.com/scan-business/)

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##### 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)

1 person is looking at this business

##### 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)

1 person is 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)

##### Gts Properties

(https://reviews.birdeye.com/gts-properties-148621548892726)

  
(<https://birdeye.com/>)

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5.0 ★ ★ ★ ★ ★

(2) · Property Management

5855 W Craig Rd Ste 102

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

Profit Realty Group

(<https://reviews.birdeye.com/profit-realty-group-148621882731165>)

5.0 ★ ★ ★ ★ ★ (1) · Real Estate

6272 Spring Mountain ...

(702) 685-9600 (tel:(702) 685-9600)

Ram Real Estate Asset Management

(<https://reviews.birdeye.com/ram-real-estate-asset-management-149479783118570>)

5.0 ★ ★ ★ ★ ★

(4) · Property Management

3275 S Jones Blvd #105

(702) 363-4788 (tel:(702) 363-4788)

### ABOUT

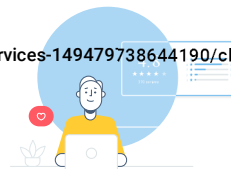
Since 1982, Terra West Property Management is a privately-owned and operated community and property management company with three offices in southern Nevada and one each in Mesquite, Reno, and St. George, Utah. The firm has several specialty divisions including Residential Leasing and Management, Real 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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