

tacos, cheap dinner, Max's San Francisco, CA



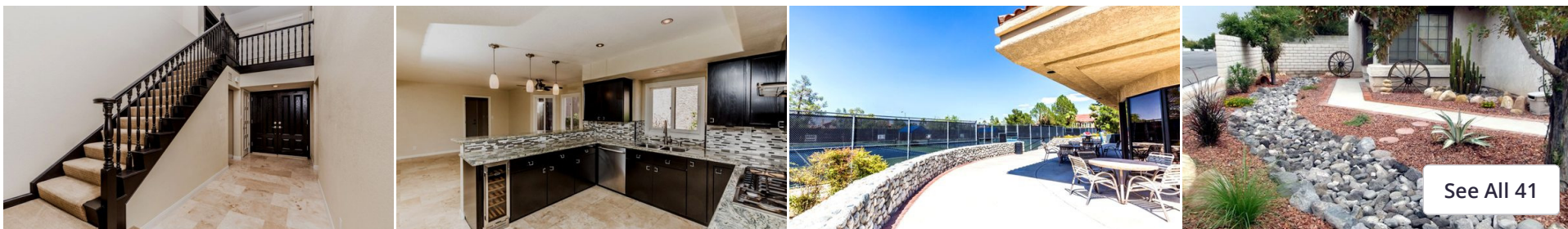
For Businesses

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Terra West Management Services

Claimed



88 reviews

Details

Property Management, Real Estate Services, Real Estate Agents

Edit

Hours updated 1 month ago

- Write a Review
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COVID-19 Updates

Contact the business for more information about recent service changes.

Request Consultations

This provider has not enabled messaging on Yelp. Request a consultation from other similar providers.

Request Consultations

terrwest.com

(702) 362-6262

Get Directions

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Review Highlights



"I must say, **Michelle Williams** was a true treasure to work with while renting." [in 2 reviews](#)



"We have been a vendor for Terra West's property management division for more than a **decade.**" [in 2 reviews](#)



"I have been renting from Terra West for the past year (in **Henderson**), and they have been amazing!" [in 4 reviews](#)

Location & Hours

6655 S Cimarron Rd
Ste 200
Las Vegas, NV 89113
 Serving Las Vegas Area

[Get directions](#)

- Mon** 9:00 am - 5:00 pm
- Tue** 9:00 am - 5:00 pm **Closed now**
- Wed** 9:00 am - 5:00 pm
- Thu** 9:00 am - 5:00 pm
- Fri** 9:00 am - 5:00 pm
- Sat** Closed
- Sun** Closed

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Tony Vane - Berkshire Hathaway Home Services Nevada Properties

★★★★★ 30

0.8 miles

"Tony is amazing!!! He is the man you want to help you find your new home in the..." [read more](#)

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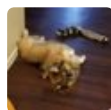
Wasim Faranesh - Black & Cherry Real Estate Group

★★★★★ 39

📍 10.8 miles away from Terra West Management Services

Wasim Faranesh/Black & Cherry Real Estate was voted best of Las Vegas in property management for 2017, 2018 and 2019. My management fee is 7% of the monthly rent. I offer

competitive fees and unlike other companies do not take any... [read more](#)
in Real Estate Agents



JohnGriffith Realty

...

★★★★★ 18

📍 8.9 miles away from Terra West Management Services

Niki M. said "I found Mike Bitwinski through an online realtor site. I can't tell you which one because I went to ALL of them searching for our new home. We were living in some horrible apartments, where we got robbed, so we had to break our..." [read more](#)
in Real Estate Agents



Sierra Pacific Mortgage

...

★★★★★ 57

📍 10.0 miles away from Terra West Management Services

Harmony N. said "Buying a house can be more than stressful. Sierra Pacific Mortgage put our mind at ease through each step along the way. When we first met with Franco, he took his time explaining the process of getting a loan. We were first time..." [read more](#)
in Mortgage Lenders, Mortgage Brokers

Amenities

🏠 Women-owned **Yes**

💳 Accepts Credit Cards **No**

✓ Accepts Cryptocurrency **No**

About the Business



Deborah O and Katherine M.
Business Owner

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,...

[Read more](#)

Ask the Community

Yelp users haven't asked any questions yet about **Terra West Management Services**.

Ask a Question

Recommended Reviews



Your trust is our top concern, so businesses can't pay to alter or remove their reviews.

[Learn more.](#)



Search within reviews



Sort by **Yelp Sort** ▾



Start your review of **Terra West Management Services**.



Gina S.

Las Vegas, NV

144 friends

73 reviews

16 photos

Elite '2020

6/19/2017

Experience after experience dealing with this management company is terrible. I will never live in a property managed by them again. Perhaps they treat homeowners better but as a renter we were treated very poorly. As mentioned by other reviews, they focus on things like towing a resident's car with expired registration (by 2 weeks) or send you a notice if your trash can is outside your garage one day past trash pick up instead of the actual safety of the neighborhood & customer service to residents.

In addition, they find every possible way they can to get money out of you. Our newest issue is that we paid \$25 for a pool key last summer.

Over the winter, they moved the key card reader from inside the pool gate to outside and therefore our key stopped working. After talking to some other residents, it didn't affect everyone- some keys still work but not ours. TWMS told us we have to pay the \$25 for a new pool key as a "reprocessing fee". They did the same thing with gate clickers a few months ago. Ridiculous.

 Useful **19**  Funny  Cool



Lola M.

Reno, NV

 **22** friends

 **6** reviews

 **1** photo

      9/5/2018


Terra west HOA is by far the worst HOA, Not only discriminates against people but also VERY unprofessional when confronted about it! It's disgusting how they pick and choose which houses they want to fine and which ones they don't! All they do is harrass you and fine the daylight out of the home owners as if it wasn't already expensive enough to live here! Shame on you people!!!

 Useful **13**  Funny  Cool **1**



Sandra M.

Las Vegas, NV

 **0** friends

 **1** review

      2/28/2019


Terrawest is horrible they don't help the owners they should of help that is why we pay hoa, no parking space horrible parking rules, security is rude asf


 Useful **8**  Funny  Cool










DO K.

Las Vegas, NV

 **4** friends

 **25** reviews

 **2** photos

      7/24/2018 ·  **Updated review**

After 1 year, Terra West you are still the worst management company ever! Worst staff and management skill. Never replied emails. I told you there is an urgent plumbing issue in my house and the whole street water needs to be shut. You don't give a damn. Lol stay away from this HOA. They do nothing to manage the community! They need to hire qualified and professional staff!

 Useful **7**  Funny **1**  Cool

★☆☆☆☆ 1/19/2017 • Previous review

My community just recently chose terrawest again. We paid hoa each month and previous management company told them we have missed [Read more](#)



Nadia L.
Las Vegas, NV
7 friends
132 reviews
269 photos

★☆☆☆☆ 7/30/2018 • Updated review

1 photo

This is so crazy, I really hate what terra west has decided to do regarding the pool. All you're doing is harassing home owners! I went swimming on 07/29 at 1pm. The Securitas guy was parked right by the pool entrance and was sitting in his car. Me and my family pulled up and parked right next to him... he saw us with his own eyes enter the pool area using a key (I looked at him and he was watching us)... about 15mins later after we're all in the water having a joyous time, he comes over to us asking to see our pool key saying we need to get out of the water to get the key out my bag. I brought to his attention he just saw us use the pool key to enter the area, he admitted to seeing it, but because of protocol he's still required to ask us to show him. Unbelievable and just so stupid. We had to get out the pool to show him what he already saw. I plan on flooding terra west with complaints each and every time this happens. It's harassmnet and nothing else.

Useful 6 Funny Cool 1

★☆☆☆☆ 7/22/2018 • Previous review

I just had the worst experience. I'm a home owner in Cameron Crestone. I go to the pool/iacuzzi about 5 times a week. On 7/21 at 5pm [Read more](#)



Carlos A.
Las Vegas, NV
96 friends
17 reviews
9 photos

★☆☆☆☆ 7/23/2018 • Updated review

My God stay away from this horrible HOA. My family owns and I as a tenants have no rights. Cars towed, building falling apart. F Them!

Useful 6 Funny Cool

★☆☆☆☆ 5/31/2018 • Previous review

Just still a horrid time with this ridicules excuse for a management company. They have been unresponsive and unhelpful. Regarding [Read more](#)

★☆☆☆☆ 5/14/2018 • Previous review

They have been on site for 2 months and are worthless. They do not respond to calls or emails. Time to call my lawyer. [Read more](#)

**Client Advocate J.**

Henderson, NV

0 friends

1 review

8/31/2018

Is there a reason Terra West forwards all calls to an answering service Early on a Friday? It's only 2pm This is a Business Day during Business Hours. Did everyone take off for the Early for the weekend? I would like a call back please.

 Useful **3**
 Funny
 Cool
**Deana S.**

Las Vegas, NV

324 friends

7 reviews

2/1/2018

The Customer Service, if you want to call it that, is HORRIBLE. I spoke with Yaya and she was extremely rude and not helpful in any way. By the other reviews given it seems as though this is an ongoing problem. Please invest in a customer service training for your employees.

 Useful **8**
 Funny
 Cool
**Fred F.**

Las Vegas, NV

1 friend

26 reviews

8/8/2017

Most abusive property management company I have ever encountered....Avoid at all costs, it would be a mistake buying in a community run by these people. They have very aggressive nit pickers on the property all the time. My guess is any 5 star reviews especially the ones with no commentary are from within the company.

 Useful **17**
 Funny
 Cool
**Howard Z.**

Las Vegas, NV

18 friends

12 reviews

9/14/2018

I am so glad I no longer live (and I will never again live) in an HOA! All management companies are just so poor in this town. I definitely will stay far away from this one and recommend my clients do too! I am a contractor in Las Vegas and one of my clients sent me some silly violation letter from this TerraWest company that said she needed to paint a small area on her house that the sprinkler water discolored. This company provides a link to Dunn Edwards paint and the neighborhood she lives in. Ok, great, but when you get to that site there is 5 or 6 color schemes with at least 4 colors per scheme....and all

the colors are similar. Right, so the letter says to contact TerraWest if there are more questions. So i send an email to this company and ask which color scheme goes with this address, very simple question. I get some silly reply from someone who obviously doesn't even want to attempt to help, telling me to contact the owner!! Who do you think gave me the violation letter?? She clearly doesnt know which color scheme either...thats why Im contacting you all!! And of course they say any of the color schemes, but if you change schemes, its up to the management company/HOA to approve or disapprove and make you change to another scheme. This is ridiculous! Im not going to paint a small area on the front of the house only to find out we didn't guess right and have some idiot management outfit try to tell me I have to repaint again! Not a friendly or helpful management company at all! They dont help their owners or the contractors of their owners! They hand out violations and leave you hanging with no direction when you inquire about their violations!! I give this company a big FAIL! And I would sure never purchase a property that fell under their management! (Although Im glad I found out how awful they are by just working for a poor homeowner. I would hate to be an owner myself and have to live the nightmare of actually dealing with these people!)

 Useful 4  Funny  Cool



Adam T.

Las Vegas, NV

 339 friends

 9 reviews

 2 photos

      6/26/2017

 1 photo

Terrible terrible customer service. Our AC has been out for multiple days and they will not answer their phone reply to emails and the temp is over 100 degrees in the house. Worst customer service ever. Silvana and everyone is always away from desk or on the other line. It seems as though they do everything to avoid taking care of their tenants. Bad bad customer service all around.

 Useful 11  Funny  Cool 1



Curtis R.
Las Vegas, NV
44 friends
13 reviews

★☆☆☆☆ 7/6/2017

The most unfair property management company out there. Nightmare to deal with them. They don't follow HOA CC&R's and impossible to get them to follow up.

📍 Useful 9 😄 Funny 🤨 Cool 1



Pamela S.
Las Vegas, NV
6 friends
14 reviews
1 photo

★☆☆☆☆ 8/19/2018

Don't ever deal with this Mgmt property! Your lives will be miserable!! My friend has vagrants walking in her backyard!! She lives off of windmill and eastern. But if you ever want to rent/purchase a home, make sure you don't deal with them!!!

📍 Useful 5 😄 Funny 🤨 Cool



Rick V.
Las Vegas, NV
0 friends
2 reviews

★☆☆☆☆ 11/2/2016

📷 9 photos

9 photos

My HOA is Terra West. They're not part of my rental but my neighborhood. I kept an open mind about all the negative reviews but they're all true about what most reviewers would say about them(Terrible West). Also every situation is different. Mine would be that they can't tell the difference between a commercial vehicle and a personal vehicle. White truck with a ladder rack does not automatically mean it's a commercial vehicle. Maybe if I had a logo of a company or licensed # to a profession then I can see why I was mistaken for. So go educate your peeping Nazi hall monitors before you make mistakes or bad decisions. Do I have to change the color of my truck to make it Non-Commercial for you guys. I will say your a bad HOA but I also had worst.



[See all photos from Rick V. for Terra West Management Services](#)



Useful 3



Funny



Cool

Photo

of **Comment from Juan R. of Terra West Management Services**

Juan Business Manager

R.

11/3/2016 • Good morning Rick,

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.

[Read less](#)**Shantel C.**

Las Vegas, NV

👥 48 friends

★ 2 reviews

★☆☆☆☆ 11/21/2017

DO NOT hire this company to run your community. They do not run it, they take your check and do just about nothing. I have lived in a community for years with this company and they dont make proper repairs, they do not care if your house,car, or mail box was robbed in front of the dozens of cameras that they keep wasting money on that no one is allowed to ever view. If you live in a gated community, you will not anymore once they take over because gate security and repair is not a priority. We have hundreds of units paying 175 a month to not have proper care by this management service. Save yourself, your home, and your house value and choose someone else!

 Useful 1  Funny  Cool



Julia G.
Las Vegas, NV
 171 friends
 6 reviews

      9/5/2017

The only bad thing I have to say is the front desk doesn't know how to greet people. Their customer service skills are bad. The property managers are good though, they reply back within the same day if you have questions or concerns. There's a grace period to pay your rent, which is really helpful. & If you have any maintenance request they handle them immediately. They work with you, it's not a bad management company.

 Useful 3  Funny 1  Cool



Ken C.
Henderson, NV
 0 friends
 1 review

      7/20/2018

The person driving around the henderson nv 89074 westwood village neighborhood writing people up for the most upsurd things is a complete moron.

 Useful 5  Funny  Cool



Ryan A.
Newport Beach, CA
 131 friends
 9 reviews

      5/2/2018

I rent through Terra West and their customer service sucks. I have been trying to get a garage door fixed and nothing has been done. I called Terra West to come out to fix my broken garage door and they said that they would send some one right away. Well after a day had gone by I thought I would check in and see if I could get an update. Well come to find out they don't have any record of anyone being asked to come to my house. Look at all the other reviews, it seems like I am not the only one frustrated with this company.

 Useful 7  Funny  Cool



Brian L.
The Strip, Las Vegas, NV
👤 13 friends
★ 2 reviews

★☆☆☆☆ 5/4/2017

While living in a property managed by Terra West, the customer service was mostly satisfactory. Upon moving out I received most of my deposit back. Five months after I thought everything was settled, they sent me a revised bill for \$525. The bill was for moving items that they assured me was fine to leave behind. Do not trust anything they tell you unless it is in very clear writing. Document everything when you move in and everything when you move out. They will try to bill you for every small issue with costs far exceeding the actual cost.

👤 Useful 6 😄 Funny 😎 Cool



Ronni T.
Las Vegas, NV
👤 1 friend
★ 98 reviews
📷 28 photos

★☆☆☆☆ 12/30/2016

Not good customer service at all. Horrible email response times. Never a response to any voicemails. We pay HOA fees; we are paying their salaries and they work for us, but they act like it's an inconvenience to deal with us. So unprofessional!

👤 Useful 15 😄 Funny 😎 Cool

70 other reviews that are not currently recommended

You Might Also Consider

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All American Liquidation and Estate Sales

★☆☆☆☆ 78

📍 2.6 miles away from Terra West Management Services

al M. said "My late mother was a hoarder for most of her life. She kept bringing things home and threw nothing away! When she died, my sisters and I divided some momentos but then we were left with the burden of selling the house and all the..." [read more](#)
in Estate Liquidation, Appraisal Services



The Mor Group

★★★★☆ 35

📍 11.2 miles away from Terra West Management Services

Laurie S. said "About six years ago, my husband and I decided to try our hand at purchasing a property in the Las Vegas/Henderson area, for purposes of renting it. We saw a property that intrigued us on realtor.com, and it happened that the listing..." [read more](#)
in Real Estate Services, Property Management

People Also Viewed



Shawn Peng - City Villa Realty

★★★★☆ 4

Real Estate Agents

The Everett Group - Simply Ve

★★★★☆ 3

Real Estate Agents

American Properties

★★★★☆ 4

Property Management

Award Realty Corp

★★★★☆ 21

Property Management

Pierre Gendebien - Realty OI

★★★★☆ 1

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