

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



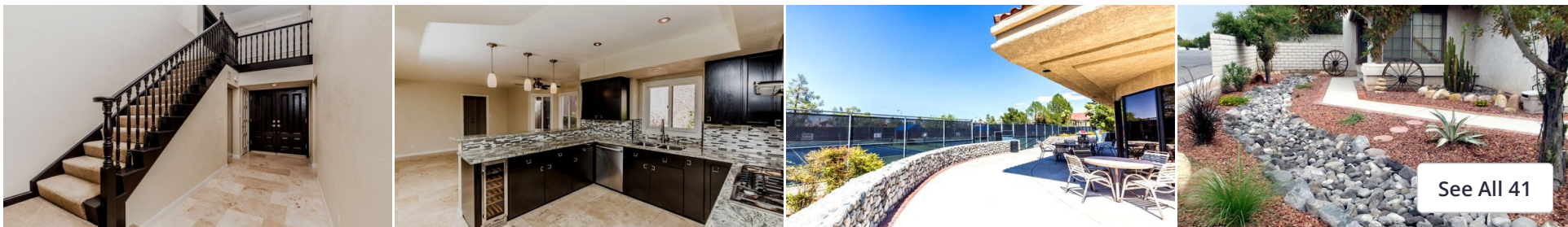
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# Terra West Management Services

Claimed



88 reviews

Details

Property Management, Real Estate Services, Real Estate Agents

Edit

Hours updated 1 month ago

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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

### You Might Also Consider

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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](#)



### Ground Up Professional Home Inspections

We are certified and licensed to conduct a complete non-invasive examination of the... [read more](#)



### 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](#)

## 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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### Wasim Faranesh - Black & Cherry Real Estate Group

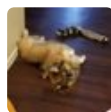
★★★★★ 39

📍 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.



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



**Amberlynn C.**

Las Vegas, NV

68 friends

3 reviews

9/8/2016

I am currently renting from terrible west, I mean, terrawest. The house I'm renting, I must say, I do love, but having to "work" with terrawest has made it almost not worth it! Every time I have an issue, I call and ALWAYS just get a voice-mail saying they are away from their desk, and I call several times during business hours. In the end, I'm left worrying about whether my lease renewal was accepted ok, or why my rent payment isn't going through. This month, my rent was supposed to go up 50 dollars, which is the norm for each year, I paid my rent on the 1st, and thought I had nothing to worry about...somehow, my rent wasn't accepted or it somehow didn't work bc I got a 5 day notice to pay or quit on my door! Wow! Not an email or ANYTHING to let me

know that, for some reason, they did not receive my payment! Now I'm paying a late fee plus and extra 95 bucks for them to put that paper on my door! Ugh, talk about a headache, and I've begged and begged them to call me on the voice-mail and guess what?! NOTHING. EVER! NOBODY EVER ANSWERS THE PHONE!!!!!!!!!!!!!! so when u have an issue, plan on never being properly helped with it!

 Useful **10**  Funny  Cool **1**

Photo  
of **Comment from Juan R. of Terra West Management Services**  
Juan Business Manager  
R.



9/8/2016 • Good morning Amber,

We apologize for the miscommunication and the matter you are experiencing. Can you please message us your property address and contact information so we may further address your concerns. Thank you in advance.

[Read less](#)



**Scott H.**  
Cardiff, CA

 **0** friends  
 **4** reviews

      2/15/2017

I had to change my bank information for my HOA fees. I spoke with a Lusinda Payne in Acoounts Receivables. She has no customer skills. She was direct, in an unfriendly way. Both questions I asked her, were directed to me in this fashion. I know that A/R isn't the best job in the world, chasing companies that owe you money, but I feel that anyone who has interaction with the public should be friendly, and nice. Lusinda was neither. My impression was that I was a bother to her. She did email the form I needed to make the change quickly and correctly. That is why she did not receive a score of 1. If management is reading this, please work on her customer relation skills, for the benefit of all of your HOA subscribers. I'm certain she is good at keeping her accounts in order, but customer relations are vital, in Property Management companies! Thank you! Scott Harris

 Useful **3**  Funny  Cool



**Diane M.**  
 North Las Vegas, NV  
 0 friends  
 1 review

★★★★★ 4/25/2018

I live in Corona community and before many years ago this association did ok with keeping the landscaping up and issues addressed, but now this last couple years i have notice my neighborhood is deteriorating and being neglected. My home value is affected by this and its embarrassing to have any visitors come over and see a neighbor's toilet in their front yard or a shopping cart collection in their yard and shopping carts in the street. Primarily its the dying plants and increasing collecting of dead trees throughout this neighborhood inside. I have sent various emails over the last year about the dead trees from last summer going on a year now and still the same. I've sent pictures to danyelle and spoke with her for about 30 minutes being reassured that it would be fixed within the next couple days, that was almost a month now, being told the shopping carts would be removed and again she would correct the issues and make arrangements to remove dead trees and check water lines, still nothing. I encourage home owners neglected by them sue them for all the monthly payments you put in for these services and not getting anything in return. They have an obligation to provide as promised to the home owners in these communities. The values are going down on your homes by the renters they put in there. They are just stealing your money and cannot keep up with their accounts. They are terrible and a big hassle.

Useful Funny Cool



**Jeannifer B.**  
 North Las Vegas, NV  
 1 friend  
 6 reviews

★★★★★ 7/12/2016

My development has been going downhill for months. I get notices that my trash can is outside of my yard, yet 35 homes have garbage cans outside every week, 6 smiths shopping carts can be found scattered around, piles of broken furniture, and boxes everywhere and nothing is done. I called and emailed without a whisper of response. They take take and take your money.

Useful 8 Funny Cool



**Sheeva M.**  
 Southwest, Las Vegas, NV  
 146 friends

★★★★★ 12/29/2013

I didn't have too much of a problem when I was renting a property with

★ 62 reviews

📷 42 photos

Terra West but the second I moved out and into my new home that's when it went down hill.. I moved out and I didn't receive any word on my deposit. I gave 30 day notice and left the apartment in good condition.. I wrote them I got a reply back saying they were processing it today and it would be sent out.. This was in October and still to this day I have not heard anything. I've wrote them again and no reply. It was absolutely ridiculous how these people treat old renters.. In Nevada you have 30 days to get a deposit or an explanations it's been 4 months. I would not recommend terra west to any friends or family to rent from or to have manage their properties! Terra West is a bad company! Do not rent from them!!!

👍 Useful 19    😄 Funny 2    😎 Cool



**K.B.**

Las Vegas, NV

👥 27 friends

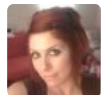
★ 15 reviews

📷 24 photos

★☆☆☆☆ 6/9/2014

As a homeowner I pay one of the highest HOA dues in Las Vegas . Terra west is the worst management company yet. I constantly receive violation notices for the most ridiculous things ie pool toy drying on my patio after a BBQ that was the latest. The landscaping company contracted by terra west constantly uses blowers to blow debri all over my patio and my vehicle I've complained several times to terra west and they simply don't respond . Our pool area has broken grills , stained pool chairs, broken water fountain and filthy cracked counters when terra west was notified again they ignore it. So beware of this company they are one of the worst in Las Vegas

👍 Useful 6    😄 Funny    😎 Cool



**Adria T.**

Henderson, NV

👥 356 friends

★ 41 reviews

📷 3 photos




★☆☆☆☆ 2/23/2016

I would give zero stars if it would allow! Both you and Fairway Pointe have ridiculous parking policies that aren't always attainable by renters. We have been trying to over a year to get a parking pass as we have 3 licensed drivers in the house, and at one point the truck we had couldn't feasibly fit into the garage. Every time we try or the landlord tries you all say we can't get a guest parking pass even because we aren't the owners, regardless of leasing agreements or the landlord verifying we are tenants! The owner isn't even here, is not local, and the landlord can't feasibly or physically get them in to order parking passes. If they tow my car because of your absurd policies when I have

spoken to numerous people and left notes saying as such on our vehicle, I'm suing both parties. They even threaten to tow vehicles here for the weekend visiting when your office isn't even OPEN 24/7, and most certainly isn't open on weekends. I'm physically in my Fairway Pointe home as we speak, and you twits won't issue me even a guest parking pass! GTF0!

 Useful 7  Funny  Cool





**Lauren J.**  
North Las Vegas, NV  
 41 friends  
 7 reviews  
 1 photo

       10/13/2016

I've had to work with Terra West a lot in the last couple of years, and customer service has usually teetered back and forth between great and awful. But the last couple of months the customer service has really turned around and they have been very helpful. Namely Erin in the customer service department who has gone above and beyond to attend to my needs.

 Useful  Funny 1  Cool





**R.J.**  
Las Vegas, NV  
 0 friends  
 7 reviews

      9/13/2016

I have called Terra West on several occasions about HOA questions and I am happy to say I talked to Krystal on most occasions and was so impressed with her sincerity and guidance. She was so nice and was so helpful. She went out of her way to help me and she seemed to care about my questions. It is hard to find and teach employees sincerity. She is a special employee and Terra West is lucky to have her as an employee.

 Useful  Funny 1  Cool



**Susan R.**  
Las Vegas, NV  
 0 friends  
 37 reviews

      8/14/2016

We rented a Terrawest home in Seven Hills, Henderson. It was temporary, as we were looking for a home to purchase after moving to the Las Vegas area. I must say, Michelle Williams was a true treasure to work with while renting. We had been homeowners for thirty years, so it was uncomfortable for us to be renting. Michelle was extremely



prompt and very personable when responding to our needs. A couple of stumbles along the way, due to confusion on Terrawest's employees part. Michelle did apologize, and I would definitely recommend renting through them.

 Useful  Funny 1  Cool



**Lisa K.**

Las Vegas, NV

 28 friends

 73 reviews

 1 photo

      9/9/2010

I think the person who posted a 5-star review for this joke of a company WORKS for them, IE, a plant.

I've had the exact same problems that Gary K mentioned, and then some. They never, EVER return phonecalls, just send nasty, threatening letters of non-compliance THEN tell you they have "had a hearing" and fine you. Very unprofessional.

They seem to discriminate against renters, as well.

 Useful 42  Funny 5  Cool 1



**Mark K.**

Las Vegas, NV

 0 friends

 2 reviews

      1/29/2017

The only reason I gave them one star was because I couldn't give no stars. This is the worst company I ever dealt with in my life. I live in a community where the gate is constantly broken and being worked on. Last time it was wide open and it took them a few weeks to finally patch it up. I am more than certain that it will break again very soon. All of the street lights along the main road were broken since the holidays, and it did not seem to bother them at all. Last summer, the carpet in the community gym needed to be replaced due to water damage. It took them a couple of months to get their shit together and finally fix it. I could have done it myself in one day. Of course, when they notice something wrong with your property, they want it fixed within two weeks and if you don't jump on it, they threaten you with a hearing and \$100 weekly fines. Bunch of incompetence and old farts on the board ,out of touch with reality. They expect your \$170 HOA fee to be paid monthly on time, yet they cannot get their shit together and pay the City of LV sewage bills on time. I received overdue notices with late fees from the city because Terra West could not be bothered to meet their obligations. You can never get in touch with them and when you finally

do, they're useless!!! Stay away from this company at all cost!!! Avoid them like the plague!!!

 Useful **6**  Funny  Cool



**Jen S.**

Las Vegas, NV

 **153** friends

 **415** reviews

 **227** photos

      8/14/2010

One of the worst companies I have ever had to deal with. No one seems to know what is going on or what to do. It almost as if they deliberately go out of their way to inconvenience and trouble you.

Every month tenants have to mail in the HOD, no electronic payments allowed since you have to send in payment ticket and of course each payment ticket requires its own check. Heaven forbid the accounting department do any bookkeeping or anything. I received a notice that one of my monthly HOA dues was late, but the other was not, strange since I send them both in the same envelope and both checks were cashed on the due date. I just figured they realized their mistake and waited for a letter telling me to disregard the first notice. Well, after 4 weeks I decided to drop off my HOA dues...I was told I have a surplus for one of my accounts!. After further inquiry and a call to the accounting department, it turns out the checks from the previous month were applied to the wrong account.

AMAZING...no one in the accounting department checked their work from the previous month. If I hadn't went in person to the Terra West office, no one would have caught and corrected the mistake. I really wish there were more choices in property management here in Las Vegas.


 Useful **36**  Funny **1**  Cool **1**





**Jazlyn B.**

Henderson, NV

 **82** friends

 **20** reviews

 **5** photos







      8/15/2011 •  **Updated review**

We have been a vendor for Terra West's property management division for more than a decade. Joyce, Madeline, Alma and Michelle are absolutely the most professional and wonderful customers we have. I always say you can tell a lot about a company by the way they treat their vendors. If they are so good to the people they pay, imagine how well they treat the people that pay them!

We've worked for all sorts of companies. Most of them are only worried about themselves and their bottom dollar. This is simply not the case with Terra West. They genuinely care for their clients. And the work that they and Joyce do with the Nevada Childhood Cancer Foundation is just heartwarming.

Personally, I think anyone in the market to rent a home would be lucky to have Terra West as their management company.

 Useful **3**  Funny **7**  Cool **1**

      2/3/2011 • **Previous review**

I think the way a company treats their vendors speaks volumes about the company. We have been a vendor of theirs (the Property Mgmt [Read more](#))






**Lorraine L.**  
Campbell, CA  
 **18** friends  
 **7** reviews

      8/10/2011

We have owned a home in a Terra West property for ten years. I appreciate the fact that there are maintenance guidelines that residents are expected to conform to. As difficult as the real estate climate has been, the importance of well-maintained properties has never been more beneficial to homeowners. We had been notified of a potential violation in recent months. The communication from Stephanie Najera at Terra West made the experience very pleasant. As the point of contact while the board made a decision, Stephanie made us feel treated with respect and fairness. Her professional, yet sensitive approach was appreciated.

 Useful **4**  Funny **3**  Cool **1**



**Alan B.**  
Las Vegas, NV  
 **0** friends  
 **47** reviews  
 **2** photos

     7/20/2015

So far so good with Terra West. Upon moving in the property I rented had a couple issues that they responded to quickly, all were fixed right away. Transactions at the office were handled promptly. Christine and Alice are awesome. Thank you!

 Useful 3  Funny 1  Cool



**Jas C.**  
St. George, UT  
 82 friends  
 4 reviews  
 1 photo

      9/19/2013

Horrible management company! They shut of our community water more than 4 times with in a 6 month period for more than 36 hours per time. They are also horrible with whom they outsource their work too. Horrible company to deal with if you are looking for a place to rent make sure they do not use terra west management services

 Useful 2  Funny  Cool



**Charles L.**  
Las Vegas, NV  
 0 friends  
 2 reviews

      7/31/2012

Terra West has to be one of the worst HOAs I've ever had the displeasure of knowing. This corrupt organization has many issues, and I've decided to post just a couple for prospective home owners to see, so they can steer clear of any neighborhood in which Terra West is associated:

- 1) They send "fix-it" tickets for things that aren't even wrong with your property. Case in point: my light has been in good working order for a month, yet I received a ticket to fix it.
- 2) They send fix-it tickets for weeds in your neighbor's yard. I've sent this company pictures and documented the neighbor's weed issues, yet they keep sending me tickets and now they've sent me a Fine Notice of hundreds of dollars a day!
- 3) They check on your house and find "an issue", yet they don't send the fix-it ticket until two weeks later. Way to be on top of things.
- 4) Also, speaking of being on top of paperwork, they send your HOA fees notification about four days before it's due.
- 5) They don't allow any Visa or Mastercard payments online, and there is a five dollar fee for the "convenience" of the situation.
- 6) I've called many times for someone who can visually or physically tell me any issues on my property, but they are non-responsive.

7) The parking situation is ABYSMAL!!! If you have multiple cars in your household, you should pack a bicycle in the trunk because, more often than not, you'll be parking half a mile away at the bar across the major intersection. They will tow you and charge you a sweet \$265 for parking in front of your house for thirty minutes.

8) Instead of fining the guy with the leaves that blow into his yard DAILY from the neighbors, why aren't they fining the guy with the tree that drops the leaves DAILY? Why, because God forbid you're out of town for weeks at a time (like I am), and can't get to those DAILY leaves. It seems to be a great money-maker for Terra West.

9) The one security guard in the white vehicle is great at stopping no crime. I've had my car busted into and a window broken on several occasions. Way to go, bud.

10) I've had my mailbox broken into many times, and notified Terra West that my "fix-it" ticket was taken along with the rest of mail (I even had a letter from the post office notifying me of mail situation and sent THAT NOTIFICATION TO TERRA WEST), yet these people at Terra West still charged me a \$100 fine.

If I was a prospective homebuyer and checked on Yelp or other buyer/social websites, I would be a fool to buy any property managed by Terra West. They are an inept organization; hell, just check what other people are saying online and that should tell you all you need to know.

 Useful **11**  Funny  Cool



**Dora P.**  
Henderson, NV  
 **0** friends  
 **16** reviews

      8/28/2014

Being a multiple property owner, I have my share of HOA dealings; and this one is by far the WORST. I have called, written and emailed to request a pool key to the community for months now; and no one ever responds. No one ever takes a phone call there. You are always directed to a voicemail in which no one EVER returns your calls. I have paid my association fees on the exact same date for over two years with no late fees, and once I wrote a nasty letter to them (which they did not respond to) and now all of a sudden I have a late fee every month. I don't know how they run the place without any customer correspondance, but they get away with it.

 Useful **9**  Funny  Cool



**P. S. S.**

Eugene, OR

 **0** friends

 **11** reviews

      11/23/2011

I just LIVE next door to a Terra West property and hate them. I have tried on numerous occasions to get them to stop a water situation that is ruining items on my property. It seems they only have a machine to answer calls, but not a real person to bother to actually answer the phone. Thank goodness I found out about them before we put our property over to a management company.

 Useful **16**  Funny **3**  Cool **1**

Photo

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

Juan Business Manager

R.

12/1/2011 • Mrs. Sivad-Charlton:

The feedback that we receive is of utmost importance to Terra West Management Services in our ongoing pursuit to refine our services.

I sincerely apologize for any misunderstanding and I assure you that the Manager that has addressed this matter takes your concerns very seriously as evidenced by the timely manner in which a vendor was dispatched to assess your reported issue.

A professional licensed independent landscaping contractor evaluated the irrigation system of the property under management by Terra West, and after performing a diagnostic check of the system, found no irregularities. In addition, to insure ongoing functionality of the irrigation system and maintenance of the overall landscaping, our client, the owner of the subject property, has established regularly scheduled landscaping service.

If you haven't done so already, I would suggest that you consider that the source of the water problem may be your property. I would be happy to provide you with a list of vendors that you may choose from that may be of assistance to you.

Again I apologize for any inconvenience this situation may have caused you.

Respectfully,

Mario

Mario Malatesta  
Executive Vice President - Residential Management, Leasing & Sales  
Terra West Management Services  
702-251-4563 office

[Read less](#)

< 1 2 3 4 5 >

4 of 5

70 other reviews that are not currently recommended

### You Might Also Consider

Sponsored ⓘ



#### 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

Real Estate Agents

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