

tacos, cheap dinner, Max's Las Vegas, NV



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# Terra West Management Services

Claimed



91 reviews

Details

Property Management, Real Estate Services, Real Estate Agents

Edit

Closed 9:00 AM - 5:00 PM Hours updated over 3 months ago

Write a Review

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## COVID-19 Updates

Edit

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

terrawest.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

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

[Edit business info](#)



### Key Property Management

★★★★☆ 76

8.6 miles

"My A/C went out Friday evening and it was very hot. I called and left a voicemail..." [read more](#)



### Ohana Realty Group

★★★★☆ 9

9.7 miles

"Update: Lori is no longer at this company , unfortunately. Feels very impersonal to..." [read more](#)

## You Might Also Consider

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### Trend!

★★★★☆ 18

📍 7.1 miles away from Terra West Management Services

**Ricky M. said** "I toured the complex on Sunday, it was so nice, I fell in love with it. Haha. It's pricey but it includes renters insurance, their fees along with Cox, if I'm not mistaken. Having

those in one makes paying bills easier, you won't..." [read more](#)  
in Apartments



### American Dream Home Inspections

...



11

**7.5 miles** away from Terra West Management Services

**Jessica M. said** "I had my home inspected by Jesse 9/13 by American Dream Home Inspections. This was our first time going through this process and he made it super simple. (We have a new build) Jesse had very good pricing and was flexible on setting..." [read more](#)  
in Home Inspectors



### Tony Vane - Berkshire Hathaway Home Services Nevada Properties

...



29

**0.8 miles** away from Terra West Management Services

**Tommy B. said** "Tony is amazing!!! He is the man you want to help you find your new home in the valley. He works his butt off for you! He is like the Energizer Bunny of Realtors. He won't stop until you get exactly what you want. Thanks for going..." [read more](#)  
in Real Estate Agents

## Amenities and More



Women-owned



Accepts Credit Cards



Accepts Cryptocurrency

## 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**.



**Sherrie V.**  
Las Vegas, NV  
 155 friends  
 83 reviews  
 17 photos

 6/1/2020

I was extremely skeptical and afraid to rent a home managed by them because of all the bad reviews. I went for it anyway because the rental market is pretty competitive right now.

I am pleasantly surprised that it has gone smooth and really well. The agent was more than accommodating by overlooking so mistakes on my credit report (that was no fault of my own) and approved us!

We have been working with Brandy-who has been amazing. She takes a little bit of time to respond but she does every time. They have rectified any issues during our walk through in a timely manner and

have worked out the little kinks we've been coming across. I am hoping the remainder of our year lease goes as smooth as this! Thank you Terra West!

 Useful  Funny 1  Cool



### Misty N.

Las Vegas, NV

 286 friends

 50 reviews

 14 photos

      10/1/2020

I moved into Affinity, which is being managed by Terra West. This is hands-down the worst experience I've ever been through. Not to mention, I am watching all of my neighbors put their properties up for sale on a weekly basis. Zillow is flooded with people already selling to get out of here. This property has not even been open a year. They are constantly restricting us from using the facilities and blaming it on COVID-19 still. I'm completely convinced that they are keeping the heavy restrictions to save money on utilities. Another issues, we had people breaking into our garages and a few of us put ring stickers on our garage doors and we were told we would be fined if we didn't take them off. I also asked if we would be getting any type of on-site security, seeing as they are saving so much money on community facilities not being used. I didn't even get a call back from these jerks. Now and possibly the final straw for me is, I requested that we get dry cleaning lockers on property somewhere. This is a free service and it does nothing but help people that are paying this shitty management company salaries!!!! I just got an email back saying that the "board" voted on it and decided they don't want it on property. Not once were any of the property owners asked if they would appreciate something like this. This is hands-down the worst experience I've ever been through. If there ever comes a time when we are able to switch HOAs, I will vote these people out. HUGE WASTE OF MONEY AND PATIENCE

 Useful  Funny  Cool




### M D.

Las Vegas, NV

 0 friends

 2 reviews



 2 photos

      7/15/2020

Terra west management service is one of the reasons people dislike HOA's. I find them to be incredibly disorganized thus complicating situations beyond what they need to be. I don't see any reason for the attitude they project either, as that never accomplishes anything. I work with a lot of HOA's in real estate industry and I would highly suggest not using this company.

 Useful **3**  Funny  Cool





**Kyla H.**  
Las Vegas, NV  
 **0** friends  
 **1** review

      8/19/2020

This H.O.A sucks ! They towed my car not only one time but TWICE ! For being a "resident" and parking on the street in the neighborhood. Yet I do NOT live in this neighborhood nor am I There often either . And this is the second time they towed my car even though I'm parked in visitor parking and had a parking pass on my car .

 Useful **2**  Funny  Cool





**Lilian Q.**  
Las Vegas, NV  
 **0** friends  
 **1** review

      5/26/2020

I've been with this HOA for almost 3 years now and every summer is the same thing! They always have excuses to keep the pool closed, and they don't give any reasons for this! They keep sending wrong letters or pictures with incorrect information to the residents and when you contact them for help, there's nothing they can do! People over the phone is rude or they answer like a robot, they don't even know anything related to the community, their service is disappointing! Also, last year they closed the pool area for almost 2 months, now it's been 3 and COVID doesn't have anything to see with this since all the chemicals using on pools kills all kind of germen, of course with appropriate cleaning guidelines.  
Hope with this, they fix the situation as soon as possible or they'll get more complaints!!

 Useful **3**  Funny  Cool



**Melissa M.**  
San Francisco, CA  
 **0** friends  
 **3** reviews

      8/18/2020


This company will not approve my ARC application to get my yard done. They keep sending me letters about how my yard needs to be landscaped yet, they will not approve the application. It has been almost a month and I have received at least 2 letters a week. I cannot believe how much time and resources are wasted through this "management" service and am embarrassed to be associated with them.

 Useful
  Funny
  Cool



### Mindi S.

Spring, TX

 0 friends

 26 reviews

 7 photos






 3/9/2020

Zero to 10 negative stars. Worst. Unprofessional. Incompetent. Company. EVER. For anyone that has this "management" company, although this is exactly what they fail to do, I feel your pain! Just terrible! Fun fact - 68 out of 83 reviews do not recommend this company-run don't walk away from!

 Useful 8
  Funny
  Cool



### Ana C.

Las Vegas, NV

 79 friends

 103 reviews

 272 photos






 3/31/2020

Worst company ever. Landlord I working for has to sell his house because EVERY WEEK he get 2-3 violation letters for basically nothing - few leafs fell from the tree, one lonely dandelion blooms on grass, freshly painted eaves looks "unpainted" for peeping Toms HOA hiring, freshly trimmed palm tree looks "untrimmed", etc. So basically all money landlord got from renting the house - and some months even more - he has to spend on fixing imaginary "violations". Finally he tired of it. I'm so happy I don't have to go and fix that imaginary stuff anymore and then battle with hoa by providing long explanation letters with pictures, trying to prove that "violations" is fixed...never, never buy a home, managed by Terra West, they are worst!!!

 Useful 6
  Funny
  Cool 1



### Ceeayesee 2.

Las Vegas, NV

 8 friends

 130 reviews

 20 photos






 7/30/2019

Terra West Management is horrible and their phone system is outdated. There are so many prompts they ask you to dial and then once you connect to an actual phone, you have to leave a voicemail. Any questions or concerns have to be addressed via email (which may take awhile to receive a response).

I recently moved into the neighborhood in April of this year and the realtor gave me the keys to the pool area. However, the keys are no longer valid due to the transition of using cards to obtain access into

the pool area. I was told to drive to the Terra West location on S. Cimmaron Road to obtain a key card. Upon arrival the young girl at the front desk told me that each home is assigned to 2 pool key cards and anything after that is \$5 per card. She mentioned the previous home owner may have the key card still. Isn't it Terra West's obligation and duty to obtain all key(s) once a home owner moves out? Including gate remotes and pool keys?

Anyways, I paid the \$5 with a check because she stated that they no longer accept cash or card as a form of payment. With technology advancing , you'd think this piece of shit HOA management would allow these forms of payment but apparently they're stuck in the 80/90's because they only want you to pay w/ a personal check or money order.

I came back to the office the next day with a personal check and the front desk girl processed my transaction and gave me my pool keys.

HERE'S THE SPOILER: I came to the pool hoping to gain access to the pool BUT guess what? The pool card doesn't work!!!! What a waste of time, energy, and effort! I went back and forth to that damn office just to pay for a malfunctioning key card !

If you like your time wasted by a shitty ass HOA management this for sure is the place to be! There are other nice neighborhoods throughout the Las Vegas Valley that have respectable and outstanding HOA management however Terra West is not one of them. Its a shame that Terra West's customer service isn't up to par, considering the various fees they ask you to pay for in order to live in their neighborhood.

I thought I would be happy living here but boy I was wrong !!!!!

ATTN: Potential Home Buyers: DO NOT PURCHASE YOUR HOME THAT IS MANAGED BY TERRA WEST HOA. SAVE YOUR TIME , ENERGY, AND MONEY AND GO ELSEWHERE. I WOULD NOT RECOMMEND IT.

IF I CAN GIVE ZERO STARS I WOULD DO SO!



Useful 10



Funny



Cool



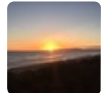


**Brad F.**  
Westside, Las Vegas, NV  
👤 1 friend  
★ 24 reviews  
📷 10 photos

★☆☆☆☆ 7/1/2020

terra west is an awful hoa..... if any communities read this please use anyone else..... they harass homeowners and levy fines for no reason... terrible company

👍 Useful 4   😄 Funny   😎 Cool



**Kyle J.**  
Las Vegas, NV  
👤 0 friends  
★ 47 reviews  
📷 3 photos

★☆☆☆☆ 2/26/2020

Do not ever buy or rent a home managed by this company - they will make your life hell

👍 Useful 7   😄 Funny   😎 Cool



**Melinda C.**  
Las Vegas, NV  
👤 108 friends  
★ 72 reviews  
📷 49 photos

★★☆☆☆ 5/29/2019

📍 1 check-in

It's very frustrating and disappointing as a new home owner to have to deal with the incompetence of a management company for their HOA. HOA's are a necessary evil but the management company shouldn't make life even more difficult.  
Terra West's phone system is outdated and takes forever to get to someone who can help you and then they more often than not are not even knowledgeable be helpful. I waited on hold for 15 minutes and then when the line picked up, the female was speaking to someone else and never acknowledged me. I ended up having to call back and wait even longer before speaking to someone who had no clue of how to find the information I was looking for.  
Also, a newsflash for Terra West...  
It's 2019, most people don't even have checks anymore and money orders are obsolete!!!! Homeowners should be able to use their debit card, credit card or the old standby CASH!!!!

👍 Useful 11   😄 Funny 1   😎 Cool

**Cece H.**

Las Vegas, NV

👥 0 friends

★ 18 reviews

★☆☆☆☆ 4/15/2019

This company provides poor customer service. First, we were sent a violation notice with a photo close up of my backyard. I was home alone that week as my husband was out of town. How creepy is this? So of course I'm keeping the letters and emails in case I need to report it to the police. Then we fixed what was asked to get a response of "Please make sure your property address is within your response for proper notation to your account." Ummmm can you not open the email y'all sent with the violation notice and the address? Are y'all computer illiterate? Do y'all have no customer service training? The additional feedback was not needed. The response simply should have been the account will be noted shortly. I don't care if you are the CEO you still have to provide customer services to someone, hopefully y'all learn how to do that.

We are getting violation notices every 15-20 days. If anyone knows how to report this company please reach out to me!



Useful 12



Funny



Cool

**Lily W.**

Las Vegas, NV

👥 5 friends

★ 20 reviews

📷 26 photos

★☆☆☆☆ 9/4/2019

📷 1 photo

i wish I can give them 0 or even - stars! In the beginning I was very happy owning my first home! But after many years of dealing with this HOA I'm so glad I've sold my house as of last month! I'm done dealing with these HOA people. They Drive around the neighborhood constantly writing people fines for unnecessary things. They even have towed truck companies outside waiting to tow people's cars all day long. (Many of my friends cars have Been towed) each people probably paid around \$300 to get their car back! I bet the Hoa have a deal with the towing company. So just think how much people they Fck over everyday! Just anyway to get any money out of the people living here. They charged me for any little fines and fees they can get. Didn't bother to call me or email me. I was never told about these fines. Instead the hoa sent \$3750 of fines to collections. They even put a lien on my house for \$4370. I couldn't sell my house unless I pay the collection agency. Most of the fines are for( no prove of lease) umm Hello?! I own the home! You should know I own the house if you guys did your home work! Okay my mistake is I didn't really check my mail properly but still \$4300 FINE for a prove of a piece of paper is just out rages. Anyhow I

didn't want to deal with them any longer so I paid for their Hoa demands and closing fees and fines. Then they still charged me for monthly HOA dues after my house was sold and closed. How can you say it's my job to let you know my house is sold? What are the HOA closing fees and demands for? Makes no sense! Long story short! These HOAs really don't help residence when it comes to anything that needs to be fixed in the neighborhood but they charge you for any little thing that's not "their standards") when the whole neighborhood looks like shit! DO NOT RENT OR BUY A HOME UNDER Terra west/ Silverado lane east HOA IF YOU WANT A HAPPY STRESSFREE LIFE!

Community Address: 9947 Fragile Fields Street Las Vegas, NV 89183		Date Set: Tue Jun 18, 2013	
Mailing Address: 9947 Fragile Fields Street Las Vegas, NV 89183		Unit Type: 01 - Unit Type 01 Location: 177-27-414-175	
		Last payment date: 0.00	
		Last payment amount: 3,745.00	
		Current balance: 3,745.00	

Trans Date	Transaction	Charges	Payments	Balance	Date Billed	Reference	Comments
12/12/2014	Violations	50.00		39.00	09/14-12/14	ViolFine	Per BOO Fine-no power
06/13/2015	Violations	50.00		89.00	4/15-6/15	ViolFine	Fine- Need to replace with app
12/22/2015	Violations	900.00		989.00	08/15-12/15	ViolFine	CFR - Need to replace with app
02/23/2016	Violations	200.00		1,189.00	02/16	ViolFine	CFR - Need to replace with app
03/24/2016	Violations	200.00		1,489.00	02/16-03/16	ViolFine	CFR - Need to replace with app
04/14/2016	Via Lien Audit Processing F	145.00		1,634.00		File Prep Fee	Placing w/EACH Int to Lien
03/02/2016	Violations	50.00		1,684.00	3/18	ViolFine	Hearing Response-Replace porch
02/02/2016	Violations	50.00		1,684.00	3/18	ViolFine	Hearing Response-Submit copy to
03/04/2016	Violations	100.00		1,784.00	3/18	ViolFine	Replace burned out porch light
03/15/2016	Violations	200.00		1,984.00	03/18	ViolFine	Fine - Submit copy of lease
04/25/2016	Violations	200.00		2,184.00	04/18	ViolFine	Fine - Submit copy of lease
05/05/2016	Violations	200.00		2,384.00	05/18	ViolFine	CFR - Submit copy of lease
06/25/2016	Violations	150.00		2,534.00	06/18	ViolFine	CFR - Submit copy of lease
07/06/2016	Violations	200.00		2,734.00	07/18	ViolFine	CFR - Submit copy of lease
08/14/2016	Violations	200.00		2,934.00	08/18	ViolFine	CFR - Submit copy of lease
09/12/2016	Violations	200.00		3,134.00	09/18	ViolFine	Submit copy of lease
10/17/2016	Violations	50.00		3,234.00	09/04-09/13/18	Vio	CFR-Submit copy of lease
10/17/2016	Violations	50.00		3,284.00	09/14-09/23/18	Vio	CFR-Submit copy of lease
10/17/2016	Violations	50.00		3,334.00	09/23-09/29/18	Vio	CFR-Submit copy of lease
10/17/2016	Violations	50.00		3,384.00	09/30-10/03/18	Vio	CFR-Submit copy of lease
11/05/2016	Violations	50.00		3,434.00	10/04-10/13/18	Vio	CFR-Submit copy of lease
11/05/2016	Violations	50.00		3,484.00	10/14-10/23/18	Vio	CFR-Submit copy of lease
11/05/2016	Violations	50.00		3,534.00	10/24-10/31/18	Vio	CFR-Submit copy of lease
12/10/2016	Violations	50.00		3,584.00	11/01-11/08/18	Vio	CFR-Submit copy of lease
12/10/2016	Violations	50.00		3,634.00	11/09-11/16/18	Vio	CFR-Submit copy of lease
12/10/2016	Violations	50.00		3,684.00	11/17-11/24/18	Vio	CFR-Submit copy of lease
12/10/2016	Violations	50.00		3,734.00	11/25-12/02/18	Vio	CFR-Submit copy of lease

Useful 8 Funny Cool



**Christina C.**  
Henderson, NV  
👤 0 friends  
★ 14 reviews

★☆☆☆☆ 3/27/2020

I was looking to purchase a new home in the summer of 2019. After looking around for several months I found a home I liked in Green Valley Ranch that is managed by Terra West. Everything was fine until I closed on the home. Two weeks after I closed I started getting violation letters. I haven't even moved into the house yet and Terra West was telling me I needed to trim palm trees. After I hired a landscaper to trim the palm trees Terra West was still telling me the palm trees needed to be trimmed. They shut up after I sent several pictures. Been in the

house less than a year and every month I'm being harassed with violation letters. They police the neighborhood and try to get you on every little thing they can. I'm currently threatening legal action. Would not recommend buying a house that is managed by Terra West

 Useful **7**  Funny  Cool



**John B.**

Las Vegas, NV

 **7** friends

 **105** reviews

 **11** photos

      1/22/2019

This is a terrible company to try and work with. Hostile employees, inability to get through phone screening. overbearing attitude and more. Very poor at answering emails or returning phone calls. In my case, when I raised an issue about trimming of trees under their management, instead of a civil answer I received a two page certified/registerd letter from their law firm. Stay as far away from these people as you can.

 Useful **13**  Funny  Cool



**Mark H.**

San Francisco, CA

 **77** friends

 **1** review

      3/24/2020

We have been waiting 4 months for them to come fix issues around the house. Renters Rights in Nevada is in Our favor not theirs. I will be withholding rent until All Issues are Repaired.

 Useful **3**  Funny  Cool



**Chuck W.**

Carson City, NV

 **0** friends

 **22** reviews

      12/19/2019

This HOA needs to rename itself Terrible West HOA. The office staff is hostile and authoritarian in attitude. Customer service pathetic.

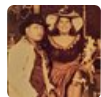
They hire retirees with low self esteem that are mad at the world, to police the community. These over zealous patrols have nothing better to do than look for frivolous "violations".

We recently sold our home due to constant harassment of letters for such violations:

1. Urine spots on the lawn from neighbors' dogs.
2. Dandelions on lawn, considered weeds
3. Tree suckers in lawn due to shallow root system of two quaking aspens. An issue that has been going on 15 years.
4. Garbage can left out overnight, or not put back within an hour of pick up!
5. Some homeowners are being forced to redo driveways due to minor cracks, and not one section, the entire 3 car driveway such that the concrete looks the same!
6. Tire marks on driveway!
7. Other homeowners are being forced to repaint their homes because the NAZI patrol feels the paint has faded.
8. One homeowner was fined \$100 for ironing clothes inside her home, her work was visible from the street.
9. A friend was fined for washing a rug in her driveway.
10. Letters are sent for weeds growing through cracks in the sidewalks which are city property.
11. After 10 years of parking my truck with pop-up camper in driveway they sent letter saying i cant park there. They backed down after I threatened legal action, being deprived enjoyment of our home.
12. Want to make an improvement? Expect a multi month wait for approval from the architectural board

We finally decided to sell and bought a home with no HOA. Terra West is compromising home values due to their over policing. Class action law suit is eminent.

 Useful **8**  Funny  Cool **1**



**Laura T.**

Napa, CA

 **11** friends

 **9** reviews

      6/1/2019

We've been dealing with this company for about two years. Rather lazy and slow even by Nevada standards. If you're looking for a new HOA mgmt service try any of the newer companies. We're currently looking at replacing these slugs with anyone.

 Useful **8**  Funny  Cool



**Michael M.**

Las Vegas, NV

 **0** friends

      3/1/2020

I have never rented or lived in a community managed by Terra West,

★ 5 reviews

📷 1 photo

but just recently bought our first house. Tammy Burns was amazing. She listened to our wants and needs and matched them perfectly. She referred to a fantastic lender that was through the roof (fairway mortgage talk to Jeff W) we got the house and payment we wanted. She walked us through every step of the confusing home buying process. She answered every text and phone call no matter the time of day. We couldn't of asked for anyone better. Thank you Tammy Burns you made our dream of buying a home a possibility.

👍 Useful    😄 Funny 1    😎 Cool

< 1 2 3 4 5 >

1 of 5

70 other reviews that are not currently recommended

### You Might Also Consider

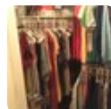
Sponsored ⓘ



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...

We specialize in all Estate Sales and Estate Liquidation in all of Las Vegas, Henderson, and Pahrump. Our professionals have years of experience in appraisals, pricing, and selling all estate possessions. We are a top choice for... [read more](#)  
in Estate Liquidation



#### Mountain Gate & Mountain Trails

...

★ ★ ★ ☆ ☆ 75

📍 3.4 miles away from Terra West Management Services

**Bryan C. said** "I had to delete my other review and write a new one because of my recent interaction with Allison, the new property manager. I had initially written a less-than-stellar review of the apartment complex because my building has been..." [read more](#)  
in Apartments

### People Also Viewed



**Shawn Peng - City Villa Real**



Real Estate Agents

**The Everett Group - Simply \**



Real Estate Agents

**American Properties**



Property Management

**Award Realty Corp**



Property Management

**Pierre Gendebien - Realty (**



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