

MOST HELPFUL | MOST RECENT



**Kristina N Moore** reviewed Terra West Management Services —  
September 27, 2018 ·

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.

1

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**Danyelle Lincoln** reviewed Terra West Management Services —  
June 21, 2017 ·

The level of professionalism and and general ability to manage a community is ridiculously poor. Saying that this company is incompetent is far too nice. Unfortunately, I do not know a word in the English language to summarily describe just how bad TerraWest is. Our community is plagued with maintenance issues, (no lighting, balconies falling off of buildings, literally two buildings damaged by fire 12 months ago) with no attempts at cleanup or repair, plaques of wasps and ants, the list goes on). Get zero responses from the HOA when issues are raised, or get canned responses of "this issue is important to us....." The HOA has been giving owners "warnings" for parking in their owned spots, plastering threats about reporting other residents and pursuing legal action against residents for endless reasons (trash, cigarettes, pets). The day I can move out of my home cannot come soon enough.

3

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**Robert H Lavole** reviewed Terra West Management Services —  
October 25, 2016 ·

Absolutely the worst HOA management ever! Had a violation for a dead plant in my yard so I replaced it. Then a few weeks later I get another violation for weeds in my front yard with a picture the the plant I just put in! A month later I get four violations all at once and all were violations I already took care of. Posted 10/10/16 but the pictures were taken 8/12/16. Finally I got someone to call me back and had three violations removed but the four can't because I didn't paint the cable of my dish cream yellow but just yellow. But when I ask about the three complaints I've made about my neighbor and his big ass RV constantly blocking my driveway.... nothing. Absolutely idiotic people

8

1 Comment

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**Rick Vang** You get singled out. Remember squeaky wheels gets the grease.

Like · Reply · 2y

2

**Beth Anne Rick Vang** They do this constantly. Even if you just ask basic questions about the way your account works you get on their violation list. It's harassment.

Like · Reply · 3w

Write a reply...



Write a comment...



**Joe Koyshman** doesn't recommend Terra West Management Services.

September 21, 2018 ·

Worst company I ever dealt with, ZERO customer service, emails never get returned, complete disrespect to its clients. I wouldn't hire these people to manage even a dog house.

1

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 **Craig Smith** reviewed [Terra West Management Services](#) —  
October 8, 2016 ·

I have vacant houses in my neighborhood that look like the apocalypse hit with garages hanging off, and you send elderly people warnings about the neighbors pine tree needing there's broken down cars in people's yards, broken windows in vacant houses, dog crap on every sidewalk and squatters! You people want to harass the elderly and retired, maybe you should try not to micromanage as much and take care of the big picture, tell the lady who drives around taking pictures that it's fall and that's when leaves fall off trees! I'm not going to call you guys any names or swear at you, but there is a better way

5

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 **Amanda Luquez** reviewed [Terra West Management Services](#) —  
June 19, 2016 ·

We own a house and we pay Terra West our HOA. Our homeowners facility is pretty nice - we have 2 pools and a splash pad, as well as a gym. Even though the splash pad is broken ever other week, we don't use it, but it's still unfortunate that our management can't keep things in proper working condition. The gym is opened all year round, with horrible hours - it should be 24/7 access since we are paying for it - and the pool does close for about 7 months during the year which is understandable. What isn't understandable is why on Gods green earth would you decide to close the pool during the hottest time of the year to do renovation???? Closing the pool from June 10th to July 1st is absolutely absurd! It's 100+ degrees with excessive heat warning and you close the pool? The 8 months that it was already closed wasn't long enough to do your renovation? So are we going to get a discount on our monthly dues since what we are paying for, we can't use? Or are we just gonna pay the grounds keepers to do nothing?

5

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 **Kagan Bachman** reviewed [Terra West Management Services](#) —  
March 17, 2016 ·

I will not be surprised if I have a mental break down from dealing with Terra West. We constantly have violations yet I wouldn't know what regulation I'm breaking because they refuse to answer when contacted. They are currently making me fill out the same application as I would to renovate my house or put in a pool. All I want is to have a basketball goal. They gave me a violation because I had a bush that was slightly overgrown. Fair enough. I trimmed it. Because it was two ... [See More](#)

4

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3 Comments


 **Terra West Management Services** 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.

[Like · Reply · 2y](#)

 **Amanda Luquez** I love that in my neighborhood they won't take complaints about people speeding because the roads are public streets but when I put a basketball hoop in front of my house on this supposed public street - now I'm breaking the rules....though it was a public street?? They only enforce the rules to be complete jerks! I wanna sell my house just to get outta this HOA

[Like · Reply · 1y](#)

 **Daneli Austyn** I am about to no matter what I try and how hard I try I get letters once a week from them I am soo tired of it but my neighbors can speed and hot rod and let their dogs roam and HOA says nothing we can do but bitch about one dead stop



**Daniell Austyn** I am about to no matter what I try and how hard I try I get letters once a week from them I am soo tired of it but my neighbors can speed and hot rod and let their dogs roam and HOA says nothing we can do but bitch about one dead stop

Like · Reply · 1y



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**Kimberly Herzog-Hart** reviewed Terra West Management Services —

September 25, 2016 ·

Worst management company ever. They have no compassion for what's going on in a person's life. They don't support our military and give no consideration when they are currently serving over seas. They wait the longest possible time to inform you if your requests for extensions or change to yard plans are approved or not all while charging a weekly fine of \$100. This has been going on now for 3 months. If you have this management company make sure you get an attorney, because you will need to have them prepped and ready to use.

5

2 Comments

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**Hilda Sayedi** I be looking for an attorney. They are the worst of worst

Like · Reply · 1y



**Wanda Clements** Call Mark Simons

Like · Reply · 16w



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**Jeremy Daugherty** reviewed Terra West Management Services —

August 3, 2016 ·

From Las Vegas business partners voices prior to knowing Joyce Davis, I had often heard about her general commitment to the local community, as well as her outstanding ability as a property manager. In my now recent experience personally with Joyce this year, I've found firsthand what everyone else had been talking about. When it comes to earning people's goodwill, putting the best foot forward in the public's eye personally and professionally, and simultaneously running a successful real estate management group, Joyce is certainly the best -- And the results are obvious when you have a chance to see the Las Vegas residential real estate rental market firsthand. While personally going through the process of negotiating millions of dollars in both residential and commercial leases across the United States, Joyce has made this personal experience that I just completed over the past year a joy to go through. In summary, I close with this advice to anyone reading these words: Joyce brings a level of enthusiasm to her work that is second to none and extremely hard to find. Her attention to detail and solid work ethic make her a solid asset to everyone. I am looking forward to hearing about the services that Joyce provides and the success she achieves for MANY years to come and would recommend her to any of my closest associates, friends and family. Joyce I wholeheartedly want to thank you for always going above and beyond.

4

2 Comments

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**Hilda Sayedi** Constant staff changes. Emails that never gets response. They blame century link omg lol last night a home owner told her that she hand delivered her paper work to their office and still no response. Smh

Like · Reply · 1y



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**Nicole Roche** reviewed Terra West Management Services —

August 7, 2015 ·

My husband and I have been renters for 10 years here in Vegas. This company was the absolute worst! Anytime something went wrong with the house it took at least a week just to get someone to come out and do an estimate and then another week to have it taken care of and thats only if I stayed on top of the company and called every single day asking what was going to be done. Luckily I am a stay at home mom because helping Tara west manage my house was a full time job. I will not recommend this company to anyone! It was so bad we got in touch with the owner and now we rent directly through him he has dropped terra west as his management company and things are being taken care of in a much more efficient way since it is just the owner and us managing the house. By the way we had multiple leaks happen and Tara West was slow at getting people out here. We had our AC unit go out and you know how hot it is here in Vegas it was the middle of summer I had to call every hour to see what was being done I could not let them take their time on that. We had multiple appliances replaced because the company they were going through they were just giving us refurbished appliances that would break a few months later. We were supposed to have a gardener I had to call every time the landscaping got too overgrown and then they would send someone out. Now everything is fixed if I have a problem it is dealt with as soon as possible and my gardener comes on a regular

were just giving us refurbished appliances that would break a few months later. We were supposed to have a gardener I had to call every time the landscaping got too overgrown and then they would send someone out. Now everything is fixed if I have a problem it is dealt with as soon as possible and my gardener comes on a regular basis. If you are a homeowner or a renter do not use this company! I know my landlord would agree!!

4

1 Comment

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**Nicole Roche** Also I forgot to mention anytime I started getting angry and threatened to call the owner they would call him first and somehow blame me for the fact that things weren't getting taken care of and saying that I cancelled appointments or wasn't available for the technician just like a child blaming someone else when they are caught in a lie. Also everything was done through email when they got in touch with their vendors it's like they didn't know how to pick up the phone and call anyone every time I called the person in charge of my property I had to leave a message like they were screening their calls.

Like · Reply · 3y

1

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**Bev Caldwell** reviewed Terra West Management Services —  
November 14, 2015 ·

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

1 Comment

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**Kevin Loun** reviewed Terra West Management Services —  
April 25, 2017 ·

Already talked to someone at your facility about two weeks ago I feel I'm being harassed and targeted. Just got 3 more notices and they are second notices. Not even 25 days. One of the second notices shouldn't even be a second notice it had something to do trimming tree suckers( which were two small ones that popped up in the last week) from another tree. I trimmed the original tree at least two weeks ago. What the hell is going. Maybe a board member is singling me out?? This is BS.

1

1 Comment

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**Janice Yoko Reynolds** ZERO STARS cheese n rice - 🤬 I am frustrated lol! My house is on the left and my neighbors house is on the right!!! I am getting violations SENT TO ME AND THEY ARE NOT MY WEEDS!!!!!!! I am being harassed every month and I have been in compliance... See More



2

Like · Reply · 1y

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**Francisco V. Carzon Jr.** reviewed Terra West Management Services —  
June 21, 2016 ·

Special thanks to Joyce Davis who was our property manager for our rental home in North las vegas for the past few years. Excellent service and quick action everytime we get a notice of violation from our HOA (El Dorado Second). She made sure that the violation is taken care of as soon as I send it to her. She sends the HOA and us the notice of compliance. Kudos also to Tammy Burns, who was our realtor and sold our property in 10 days after it was listed. It was sold for \$5000 over asking price ( all cash offer). I surely recommend this company.

Francisco Jr.

1

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Francisco Jr.

1

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**Melana Keene** reviewed Terra West Management Services —

September 26, 2015 ·

Terra West is horrible. We just moved out of our rental. Somehow with no power on, they determined that 5 light bulbs needed replacing and we changed out the a/c filter about 10 minutes prior to turning in the keys. Never used and that needed to be replaced as well. They LLED in order to keep \$350 of our security deposit. This is just the latest of other moves they have done to try and cheat us out of money. Thank goodness we are done with them and we will tell everyone we know to never use you.

3

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**Jon Mulvaney** reviewed Terra West Management Services —

June 27, 2017 ·

I'm hoping someone will please contact me and let me know why the HOA at manhattan condos refuses to fix any maintenance issues with the property. Things are constantly breaking and take several weeks to fix. Call boxes, key fob pads and light bulbs, you the little and easy things take weeks upon weeks to fix. I was hoping someone could explain to me why this issues take so long. Please contact me asap. Thank you

Like

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**Lorraine Dowd** reviewed Terra West Management Services —

August 18, 2016 ·

I am a Realtor and this is One of the worst HOA property management companies I have encountered. Trying to get from the management the information needed for the buyer is a game to them. Lazy, and not willing to assist. Wow, where I come from they would be fired!!

6

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**Justin Cohen** reviewed Terra West Management Services —

August 2, 2017 ·

Terra West is the absolute worst Property Management. I live in a small community with 1 pool and they can never keep the pool open. Instead of coming up with solutions they want to close the pool for good. Security is a joke. Terra West needs to be out of business. They never want to fix the issues.

2

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**Lisa Greene** reviewed Terra West Management Services —

July 23, 2017 ·

We live in Tapscury. There is an old man that lives the next block over that likes to make false reports. He said that we allow our children to "ride electric vehicles in the street". Um, that is called a Power Wheel and they are NEVER allowed in the street. We walk right beside them the entire time they are riding the Power Wheel. We ride on the sidewalk or behind our home. He thinks that the PUBLIC road belongs to him. He was out on the 4th of July taking pictures of us lighting fireworks. Yesterday we got a noise violation. We don't have parties. We are not loud people. We got a violation saying we have an abandoned vehicle. All of our vehicles are running, plated and insured. We got another violation that said we were blocking our drive way. WE DONT HAVE A DRIVE WAY!! I emailed them and asked for proof of these violations. We shall see if they show us anything. Neighbors should have to have proof before they send a violation. People can say anything about you and you get a violation. While they are writing all of these "violations", the pools are filthy. I cleaned the entire area last time I took my son there. Filled a trash bag up. The water is always murky. Last year my 12 yr old found a condom in the pool. There is always dog poop on the side walks and in the grass at the park. Walk down Vivid Veil and 1/27/2019 12:04 AM

violation. While they are writing all of these "violations", the pools are filthy, I cleaned the entire area last time I took my son there. Filed a trash bag up. The water is always murky. Last year my 12 yr old found a condom in the pool. There is always dog poop on the side walks and in the grass at the park. Walk down Vivid Veil and see if the smell of dog urine doesn't make you want to vomit. We keep our patio clean. We dont have parties. We keep our areas clean. Stop harassing me and my family.

2

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**Teresa Taylor** reviewed Terra West Management Services — January 20, 2014 ·

This Management company is a JOKE! We have had 2 upstairs bathrooms showers leaking since Sept. 2013 and nothing has been done. Holes in ceilings, water drains down in garage. We have emailed and called, left messages. When I am able to get ahold of them their answer is "We are waiting for the owner (Neil Steinberg) to respond, we will email him again." Now, finally after my husband filed a report and was able to talk to a "higher up person", maintenance is out here fixing showers, bathtubs, and ceilings. 4 months of waiting, it is either Terra West not doing their job managing and/or Mr. Neil Steinberg (owner) not caring about taking care of his property efficiently. Very bad.

9

5 Comments

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**Millicent Fila** File a Complaint against them with the Ombudsman's office. File a Complaint with the BBB as well.

4y · Like



**Teresa Taylor** \*UPDATE\* It is 1yr. later and just 3 weeks ago a new bathtub was installed and new tile installed in our shower. Well.., guess what? The shower still leaks down into our garage. The problem ISNT fixed!!! We give up. Our lease is finally up in July, we will NOT be renewing it. DO NOT RENT this property!! It is in the Desert Shores area, on Arterio Circle.

3y · Like

2



**Millicent Fila** Terra West is disgusting

3y · Like



**Millicent Fila** And so is that scumbag who owns the house. You can file a formal complaint in court because now you are at risk of lung infection from mould which is against the law.

3y · Edited · Like



Write a comment...



**Kelly Santucci** reviewed Terra West Management Services — July 16, 2015 ·

Terrawest is the worst management company I've ever experienced. Pool area is always dirty, landscape in the property is awful ,homeowners are always told "we are working on fixing the issue" but it takes months for them to finally address issues. Staff is extremely rude and could care less about the homeowners

4

1 Comment

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**Kristie Moore** reviewed Terra West Management Services — September 13, 2017 ·

The list is long as to why I rated them a 1. Most recently, they changed the gate code and box out. Now NONE of the residents "clickers" or car openers are working. Phone calls made and emails sent but it has not been fixed.

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**Frank Martinez** reviewed Terra West Management Services — December 31, 2015 ·

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 #\*\*K myself. Tarmy Burns and ProServ are nothing but a bunch of crooks!

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#K myself. Tammy Burns and ProServ are nothing but a bunch of crooks!

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**Clint Nieves** reviewed Terra West Management Services —  
January 27, 2015 ·

If I could give this HOA zero stars I would. You pay them to do nothing. Nothing but complain about minor things, and ignore the major things. If your are planning on purchasing a house or even renting a house, make sure Terra West is not the HOA.

5

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**Dino Gonzales** reviewed Terra West Management Services —  
March 16, 2017 ·

Worst HOA in Nevada, will write me up for 8 to 10 weed sprouters... but look at pics of them not taking care of the entrance and park

3

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**Billy Goldstein** reviewed Terra West Management Services —  
September 28, 2015 ·

I mail these guys my HOA payment over a week in advance and then they just sit on the check until its late and charge me late fees. These guys are complete crooks.

3

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**Terra West Management Services** Good morning Billy,  
We process our payments through the lockbox department of our banking institution on a daily basis. Can you please message us the name of your association and your property address so we may further research this matter and help you dispute the late fee you incurred.

Thank you for your understanding, we look forward to assisting you.

Like · Reply · 3y · Edited

Write a comment...



**Blank Mann** reviewed Terra West Management Services —  
October 7, 2015 ·

An awful management company. Would recommend to anyone thinking of living at Opulence Condominiums, or any other place managed by Terra West, to not live there.

1

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**Terra West Management Services** Good evening Roy, I apologize you are experiencing these difficulties. Can you please message us your property address and the concerns you are currently experiencing. We look forward to assisting you. Thank you in advance.

Like · Reply · 3y

Write a comment...



**Sandra Atkinson** reviewed Terra West Management Services —  
July 19, 2017 ·

The community managers for Highgate Condos never return phone calls or emails. I even submitted a written letter & they ignored it. They also are not familiar with our community's CCRs. I guess they will respond when I file a formal complaint with the State of Nevada.

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**Kim Price** reviewed Terra West Management Services —  
January 28, 2017 ·

Worst HOA ever. They spend more time going after petty crap than the homeowners that are clearly in direct violation of the CCRs. They suck.

 January 28, 2017 ·

Worst HOA ever. They spend more time going after petty crap than the homeowners that are clearly in direct violation of the CC&R's. They suck.

3

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 **Millicent Fila** reviewed Terra West Management Services —  
January 29, 2014 ·

Why would it take 7 business days to process an electronic payment?? I want the late fee that I was charged waived. The payment for December cleared my account on 12/27/2013 but Terra West didn't process the payment until January 6 of 2014?????

7

2 Comments

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 **Meagan Ozuna-Stovleck** reviewed Terra West Management Services —  
August 5, 2015 ·

This place is a joke! We get fined and have alleged violations for doing nothing wrong! Even though we prove our case multiple times, we still get fined. I would give them negative stars if I could.

2

3 Comments

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 **Ernest MP Moran** reviewed Terra West Management Services —  
June 9, 2017 ·

**They hire have overzealous enforcement personnel.**

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 **Andy Canonico** reviewed Terra West Management Services —  
November 17, 2017 ·

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 **Michele Douglas** reviewed Terra West Management Services —  
June 27, 2017 ·

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 **Larry Root** reviewed Terra West Management Services —  
June 19, 2017 ·

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 **Jesse Garbay** reviewed Terra West Management Services —  
March 7, 2017 ·

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 **Wes Wakefield** reviewed Terra West Management Services —  
February 22, 2017 ·

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 **Elin Devine** reviewed Terra West Management Services —  
June 18, 2016 ·

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 **Amber Marie Lozano** reviewed Terra West Management Services —





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 **Amber Marie Lozano** reviewed Terra West Management Services —  
January 15, 2016 ·  
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 **Kalia Chavarria** reviewed Terra West Management Services —  
August 18, 2015 ·  
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 **Casey H** reviewed Terra West Management Services —  
May 25, 2015 ·  
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 **Melissa Leone-Clark** reviewed Terra West Management Services —  
March 19, 2014 ·  
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 **Panagiote Tsolis** reviewed Terra West Management Services —  
March 4, 2014 ·  
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 **Ricoh Copiers Imaging Nevada** reviewed Terra West Management Services —  
January 30, 2014 ·  
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 **Javier Feliciano** reviewed Terra West Management Services —  
October 7, 2013 ·  
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 **Rena Taxopoulos Loughton** reviewed Terra West Management Services —  
August 16, 2013 ·  
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 **Aaron Santistevan** reviewed Terra West Management Services —  
August 14, 2013 ·  
1  
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 **Donna Jo Bennett** reviewed Terra West Management Services —  
August 10, 2013 ·  
1  
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 **Donna Jo Bennett** reviewed Terra West Management Services —  
August 10, 2013 ·


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 **Anna Krueger-Gurevitch** reviewed Terra West Management Services —  
August 4, 2013 ·


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 **Jessica Heath** reviewed Terra West Management Services —  
July 17, 2013 ·


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 **Carrie Young** reviewed Terra West Management Services —  
May 26, 2013 ·

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 **Carl H. Duenas** reviewed Terra West Management Services —  
December 11, 2012 ·

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 **Burican Bogdan Alexandru** reviewed Terra West Management Services —  
November 21, 2012 ·

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