

tacos, cheap dinner, N San Francisco, CA 

For Businesses

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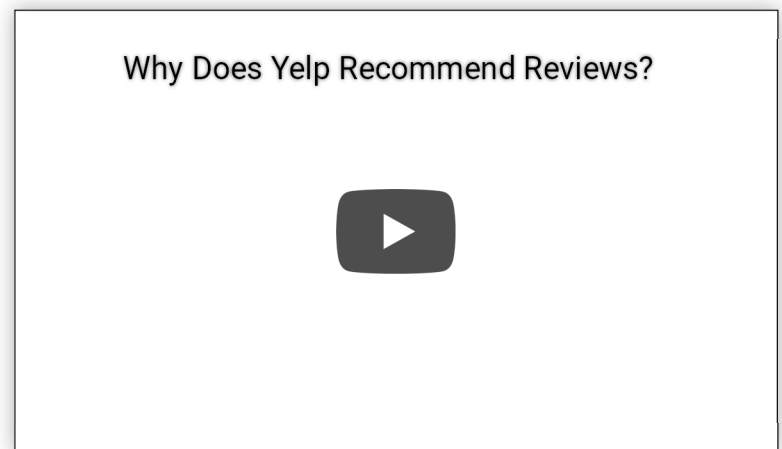
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5 reviews for Terra West Management Services that are not currently recommended

Note: The reviews below are not factored into the business's overall star rating.

 **Emily R.**
 Las Vegas, NV
 202 friends
 7 reviews
 5 photos

     2/1/2018 ·  Updated review

Since they decided to flag my review, I'll post it again !
 My fiancée & I bought our 1st home in the Rancho Alta Mira community a little over a year ago. We fell in love with the house; corner lot, huge property w/room & easy access for a gated side yard (we ride UTVs & have a toy hauler so that was a must), so we thought we'd hit the jackpot. We really didn't want to buy in a community with an HOA, but when the yearly fee was only \$150 (roughly \$12.50 p/month) & CC&Rs seemed reasonable, we figured it'd be pretty laid back & nice to know that the homes around us wouldn't be allowed to look like complete shit. So win win right? WRONG!

We purchased the home with a few minor issues that were easy fixes to do ourselves (garage door paint chipping here & there, a little damaged stucco on a corner), no biggie. Until 8 months later when we started getting obscene amounts of violation notices for the garage door & stucco. Really, 8 months later? We bit the bullet, asked for an extension & fixed it after meeting with the HOA board. Who told us we also had \$250 in fines for weeds, or should I say WEED! We had ONE weed, one time. The size of a stubby asparagus that we pulled immediately. They couldn't provide any documentation on that, except the one asparagus weed...so after 3 months of showing up @ HOA mtgs & demanding proof that we let one weed go for 5 weeks, they let it slide because they didn't have squat.

Not to mention, we received multiple violations for parking our toy hauler in front of our house for a few days to load up for camping, because you know, we don't have a side yard to keep it in. We soon found out that it is a violation to park a trailer in the street, in front of our own home, not blocking anyone's driveway (& we asked all our neighbors). Yet we still hadn't heard back about our request to add the side yard parking. So every time we go on a camping trip, we now rack up fines because the trailer "must be in a driveway, behind the wall, & behind a gate".

In that same "weed meeting" we like to call it. (This is now the 3rd meeting with these geriatric bastards.) We had gone in to discuss, again, why they denied our plans for our side yard because they gave no explanation. Mind you before even submitting the plans, we met with them & asked what they'd prefer & wanting to make sure we followed the guidelines. Just denied.

Legit, 3D, professionally made up plans explaining every detail & that we'd need to extend a pony wall due to the grade of our property on that side to maintain drainage & keep it up to code. In return we got nothing but disrespect, & honestly felt like we were infringing on their sweet time. It's not our fault we can only see these A holes once a month!

Anyways... We were told that our side yard will never be approved because our house is on "the main drag" which you'd think they would want the first homes people see looking nice & owned by people with nice things. Makes the neighborhood look safe ya know? But get this, THEN the reason was that we could be backing our trailer in one day and cause a wreck, then the board would be liable for a lawsuit because they approved the modifications. Oh and my favorite one, that kids could graffiti the few feet of pony wall & it's their responsibility to clean it up... Now if you/anyone you know lives in this community, you know that the board doesn't do shit with the association fees the homeowners pay them to actually fix anything. They drowned you in violation fees & pocket that shit I'm sure!

We are now waiting for a response from a certified letter an ombudsman told us we had to send to override their ruling. We'll be taking their no response as the go ahead to start our yard upgrade & bettering our property value. They have no pot to piss in other than "WE DONT WANT ANYMORE WALLS!" & unfortunately for them, that isn't a valid denial reason per the CC&Rs. These retired fools have nothing better to do with their time than to sit around and collect money for minor violations & they're making a killing off of the homeowners in this community!

I'm writing this story book in hopes for 2 things:

-First, for the other people experiencing this abuse, you're not alone & you don't have to give them a dime (except your yearly fees, pay that shit or they can put a lien on your home), KEEP FIGHTING! Keep showing up & wasting their time @ board meetings. They'll croak before we do & I've got nothing but time honey!

-2nd (then I'll shut up because I'm sure you're sick of reading, i appreciate if you've made it this far !), for anyone considering purchasing in a Community managed by Terra West, save your money & run!!! We can't wait to sell.

After of course we build our badass side yard & increase our home value. I hope this long ass review helps even one person either make a decision to buy elsewhere or fight the good fight with these misogynistic pricks.

★ ★ ★ ★ ★ 1/30/2018 · Previous review

My fiancée & I bought our 1st home in the Rancho Alta Mira community a little over a year ago. We... [Read more](#)



Cheryl L.
Las Vegas, NV

👤 0 friends

★ 1 review

★ ★ ★ ★ ★ 3/23/2016

I am a new homeowner at Tapestry New homes. First they said they sent my welcome package out and still 2 weeks went and came. We have called the number given to us 4 times never a return call. We went into the address I was given by them 6628 Skypoint, Suite 290. Only a receptionist was very nice but did not have a clue what she was doing. We finally got our pool key after being in the home for 1 month. Was told nobody else was there we could talk to. She called her corporate office & explained our problem she was so inexperienced had no idea how frustrating it was for us and did not care. Just get us out of there so she could continue playing her games of her iPhone. The person she talked to they asked her for our email and is now emailing the info. to us. We are seniors and did grow up when customer service was important. We are very tight on funds it costs to get in the care and go in circles so we said OK. Now if it is a large amount I am really going to be upset(using my ink and paper which is also costly. I am already frustrating with this management company. I was in banking and mortgages for 50 years and I can already see TROUBLE. We bought to get away from a management company for renting that was the biggest nightmare of my life. I have had other management companies in another state that would of gone back to if I could afford it on fixed income.

You have good ratings on Stacy and Amber unfortunately we did not get them and have not gotten them to call us back. A good customer service would call of customer back.

I am extremely frustrated wish there was a decent management company in this city.

Cheryl Leibold

(805) 616-9038 the number is not Nv. but believe me I have been here for 4 years.

I would appreciate some attention on this matter.



Marcia D.
Las Vegas, NV

👤 0 friends

★ 1 review

★ ★ ★ ★ ★ 6/9/2020

This rave review is being written to highlight the managerial skills of Amber Lozano. No matter what the importance level of the issue, regardless of the challenging difficulty, Amber deals with the situation as if it were her personal issue, with the exact correct blend of precise action and compassion required to satisfy the request. Great managers are born, not made, and in order to bring all elements of that skill set together, rudimentary talent must be present before the refinement experiences become building blocks to create success. Her innate talent, blended with her ability to extract high-level principles through experience, have formulated a degree of excellence that has been my great pleasure to receive through our client and manager relationship.



Geri P.
Las Vegas, NV
0 friends
1 review

★★★★★ 7/25/2016

I just want to send something for the wonderful staff you have over there..
There are so many things that I get help with that would not be possible without the assistance of Erin and Krystle They are my first line of exceptional assistance... They know me so well, I have many files with them. I love that they are always ready and happy to help me. They know their jobs so well and can always help or steer me in the right direction. Neither ever says "Hello" they say "Hi Geri how can I help you today.." THEY KNOW ME!!!!

Cheryl Martin - community manager and her assistant Michele Lottfield . are great. Especially Michele. She has pulled me out of many scraps.. She is dedicated knowledgeable and always ready to assist me ... EVEN when I do not realize it.

And lately, I have had the pleasure of speaking with my other rep, Amber from time to time. They are all wonderful individuals. But beyond that, they are dedicated to complete customer service... I Greatly Appreciate EVERYONE of them. Thank you so much on giving me the Greatest Service of any HOA in Las Vegas.....
Geri



Ayesha K.
Henderson, NV
0 friends
2 reviews

★★★★★ 6/1/2016

We rented a house from Terra West from April 2014 to May 2016, we had a wonderful experience. Joyce D. was our Account Rep and she and her staff were responsive and helpful. We only moved because our family size grew and we needed a larger home in the same general area and they did not have another home to rent to us there.

Over the two years we had a couple of maintenance issues from small to large and they were responsive, friendly, and professional through them all. We would definitely recommend Terra West and we would rent from them again.

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1 Review Removed for Violating our Terms of Service



Joe R.
Las Vegas, NV
0 friends
1 review

★☆☆☆☆ 4/15/2020

This review has been removed for violating our Terms of Service

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