



The Osceola Township Assessor's Office published policy is as follows:

1. *Who is the primary contact in the assessor's office, and the person to contact directly with questions relating to assessments?*

Assessor:	Laura Erhart, MAAO
Electronic Mail Address:	OsceolaAssessor@gmail.com
Telephone Number:	(906) 482-8578 (906) 358-0504 – direct dial
Mailing Address	PO Box 13, Watersmeet, MI 49969
Office Hours	1 st Wednesday of the month, 9:30 am to noon

*Additionally, all Osceola Township Assessor's Office contact information is provided on the Osceola Township website at the following link <https://www.osceolatownship.org/>

2. *What is the anticipated response time for a request for information and how will records maintained by the assessor's office be provided to the taxpayer / property owner?*

The Assessor's Office estimates a response time for taxpayer / property owner inquiries submitted in accordance with MCL 211.10g not to exceed 7 business days from the date of inquiry. Records will be provided in the manner the request is received unless otherwise specified; ie;

- Email requests – email response
- Phone request – initially a phone response, documents sent by a mutually agreed upon method
- Written request – written response
- In person request – at time of request if immediately available, or by a mutually agreed upon method

3. *How can a taxpayer / property owner arrange a meeting with the Assessor to discuss assessing records in person?*

- Meetings may be scheduled by contacting the Assessor's Office.
OR
- A taxpayer / property owner may visit the Township Hall during the Assessor's office hours, to meet the Assessor Office for purposes of discussing an inquiry in person.

4. *How should requests for inspection or production of records maintained by the assessor's office be made by a taxpayer / property owner and how are those requests handled by the assessor's office?*

- Inspection of records and record requests may be made by contacting the Assessor's Office.
- A taxpayer / property owner may visit the Township Hall during the Assessor's office hours to inspect records or make record requests of documents maintained by the Assessor's Office.
- If a request for inspection of records is made, a time will be scheduled during normal business hours, Monday through Friday between 8am and 5pm, as determined and agreed upon between the taxpayer / property owner and the Assessor.

5. *What is the Assessor's Office process to informally hear and resolve disputes brought by taxpayers / property owners before the March meeting of the board of review?*

- Taxpayers / property owners may have their assessment reviewed by the Township Assessor's Office at any time throughout the year.
- The Assessor is available by appointment throughout the year to hear and resolve disputes.
- A window of opportunity may exist between notices of assessment being mailed and the delivery of the roll to the March Board of Review. Informal discussions concerning values may take place by contacting the Assessor's Office.
- Unresolved disputes may be brought by taxpayers / property owners to the March meeting of the Board of Review before their last scheduled meeting in March.
- The assessment process is an annual process and information is gathered and assembled throughout the year to make changes for the following year's assessment.