

PROPERTY ASSESSING PUBLISHED POLICY

In accordance with Public Act 660 of 2018, the Township of Waterloo Assessor's Office published policy is as follows:

- (i) *A designation, by name, telephone number, and electronic mail address, of at least 1 official or employee in the assessor's office to whom taxpayer inquiries may be submitted directly by telephone or electronic mail.*

Assessor of Record: Heidi Roenicke, MAAO
Telephone Number: 517-596-8200
Electronic Mail Address: assessor@waterlootwp.mi.gov

- (ii) *An estimated response time for taxpayer inquiries submitted under subparagraph (i), not to exceed 7 business days.*

The Waterloo Township Assessor's Office estimates a response time for taxpayer inquiries submitted under subparagraph (i), not to exceed 7 business days from the date of inquiry.

- (iii) *Information about how a taxpayer may arrange a meeting with an official or employee of the assessor's office for purposes of discussing an inquiry in person.*

A taxpayer may visit Waterloo Township Hall during normal business hours, Monday, Tuesday and Thursday, between 9:00 am and 1:00 pm, Wednesday 1:00 pm to 5:00 pm to meet with an official of the Township. A taxpayer may visit Waterloo Township Hall on Monday, from 9:00 am to 12:00 pm to meet with an employee of the Assessor's Office (HSC Services, Inc.) for purposes of discussing an inquiry in person. Meetings may also be scheduled in advance by calling the Assessor's Office at 517-596-8200.

- (iv) *Information about how requests for inspection or production of records maintained by the assessor's office should be made by a taxpayer and how those requests will be handled by the assessor's office*

A taxpayer may visit Waterloo Township Hall during normal business hours, Monday, Tuesday and Thursday, between 9:00 am and 1:00 pm and Wednesday, 1:00 pm to 5:00 pm to request a property inspection or retrieve records maintained by the

Assessor's Office. Inspection and record requests may also be made by calling the Assessor's Office at 517-596-8200.

Inspection requests will be scheduled during normal business hours, Monday, Tuesday and Thursday, between 9:00 am and 1:00 pm, and Wednesday, 1:00 pm to 5:00 pm as determined and agreed upon between the taxpayer and an employee of the Assessor's Office.

Records maintained by the assessor will be provided to the taxpayer by visiting Waterloo Township Hall during normal business hours, Monday, Tuesday and Thursday between 9:00 am and 13:00 pm, and Wednesday, between 1:00 pm and 5:00 pm by mail, or by electronic mail, as determined and agreed upon between the taxpayer and an employee of the Assessor's Office.

- (v) *Information about any process that the assessor's office may have to informally hear and resolve disputes brought by taxpayers before the March meeting of the Board of Review.*

Taxpayers may have their assessment reviewed by the Township Assessor's Office at any time to informally hear and resolve disputes brought by taxpayers before the March meeting of the Board of Review.