

**OSHTEMO CHARTER TOWNSHIP
ADMINISTRATIVE POLICY**

OSHTEMO CHARTER TOWNSHIP TAXPAYER ACCESS POLICY

Introduction

Oshtemo Charter Township Taxpayer Access Policy is required per Michigan Compiled Laws 211.10g to ensure that the Township Assessor's Office is reasonably accessible to taxpayers.

Policy Provisions Required by MCL 211.10g

A. Designated Contact Person, Phone Number, E-Mail Address

- (i) The Township Assessor is Kristine Biddle. The Township Assessor designates Yale Smith as the initial contact for all taxpayer inquiries.
- (ii) Taxpayer inquiries may be submitted by calling (269)216-5225.
- (iii) Taxpayer inquiries may be submitted via e-mail at assessor@oshtemo.org.

B. Estimate Response Time

The estimated initial response time to taxpayer inquiries submitted by phone or e-mail shall be 24 hours.

C. How to Arrange a Meeting with an Official or Employee of the Assessor's Office

The Township Assessor's Office shall be staffed to meet with the public at Township Hall on Tuesdays & Thursdays, 8am – 5pm or Virtually Monday, Wednesday or Friday, 8:00am – 5:00pm, excluding holidays. It is suggested that taxpayers call (269)216-5225 in advance to ensure an employee will be available with the necessary expertise to respond to the specific matter of concern. Should an employee with the necessary expertise not be immediately available, a day and time which is mutually agreeable to the Township Assessor's Office and the taxpayer shall be arranged.

D. Information Pertaining to Taxpayer Requests to Inspect Records or Produce Records

- (i) Taxpayers are allowed to physically inspect records maintained by the Township Assessor's Office by visiting the Township Assessor's Office located at Oshtemo Township Hall, 7275 W Main Street, Kalamazoo MI 49009. The Township Assessor's Office shall be open to the public Tuesdays & Thursdays 8:00am – 5:00pm.
- (ii) The Township maintains a website containing routine property information but not limited to parcel number, property address and principal residence exemption percentage. There shall be no charge to access routine property information posted on the Township's website.

E. Process to Informally Hear and Attempt to Resolve Disputes prior to March Board of Review

In an effort to informally resolve disputes prior to the March Board of Review, the Township Assessor's Office encourages taxpayers to contact them using the information above.