

MIDMICHIGAN ASSESSING SERVICES, LLC

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POLICY MANUAL

Policy Date: June 30, 2022

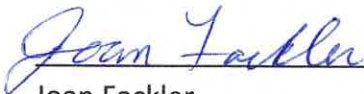
Policy Name: **Assessing Office Hours and Accessibility Policy**

Purpose: To ensure assessing services and accessibility are clearly communicated

Policy:

- MidMichigan Assessing Services provides established weekly office hours.
- The offices is staffed with either MCAO or MAAO personnel and on occasions both
- The office is equipped with mail, email, and phone communication 32 hours weekly.
- The hours of operation are Monday through Thursday 9:00 am until 12:00 and 1:00 pm until 4:00 pm. We have the same holiday schedule as each township.
- Response times are between 24 to 48 hours excluding weekends and holidays.
- Appointments are required. No appointments will be scheduled without notification of the purpose for the visit. Appointments will be scheduled at the township offices or agreed meeting location such as the county blg or library.
- This policy is effective for current and future assessment service agreements.
- In addition to manned office hours there is 24/7 phone messaging and email.
- All assessment records are also available 24/7 through BS&A online services
- All FOIA requests must be processed through each districts FOIA Coordinator
- Each district is required to communicate our office hours and contact information through communication such as postings, web site, news letters, business cards, change notice messages, etc.

Policy written and approved by:



Joan Fackler

Senior Assessor, MidMichigan Assessing Services, LLC,



Date:

Rev History:

June 30, 2022 to update email address

April 8, 2024 to update new address and remove reference to office fax