

**WRITTEN POLICY UNDER WHICH IT'S
ASSESSOR'S OFFICE IS REASONABLY
ACCESSIBLE**

Assessor's Office Accessibility Policy –FERRIS TOWNSHIP

In accordance with The General Property Tax Action, Act 206 of 1893, MCL 211.10g(c) which states that the office of the assessor is to be reasonably accessible to taxpayers.

Assessor Contact Information

- **Name:** Heather Hoffman, MAAO Assessor
- **Email:** assessorhoffman@gmail.com
- **Phone:** (616) 987-0067

Office Hours

The assessor works from an off-site office and frequently conducts fieldwork. Typical availability is Monday through Friday, from 9:00 AM to 3:00 PM. Phone calls may also be returned after 5:00 PM, depending on the field schedule.

Response Time Policy

All inquiries received by phone or email will receive a response within **seven (7) business days**, although most will be responded to within **three (3) business days**. We strive to provide timely and accurate information to residents and property owners.

Requesting Information

Members of the public may request records or information by:

- **Phone:** Call (616) 987-0067 and leave a detailed voicemail including your name, contact information, property address or parcel number, and the specific information you are requesting.
- **Email:** Send your request to assessorhoffman@gmail.com. Please include your name, contact details, property address or parcel number, and a clear description of your request.

Scheduling In-Person Meetings

To meet with the Assessor in person:

- Contact Heather Hoffman by **phone or email** to schedule an appointment.
- Include the purpose of the meeting and any relevant documentation or background so the meeting can be productive.
- In-person meetings are by **appointment only** and must be scheduled in advance.

Dispute Resolution & Board of Review Process

If you wish to dispute your property assessment, or to schedule a meeting with the March Board of Review:

1. Informal Resolution:

Contact Heather Hoffman directly to discuss your concerns. Many issues can be resolved informally without requiring a formal appeal.

2. Request a Hearing Before the March Board of Review:

If the issue cannot be resolved informally, you may request an appointment with the Board of Review by:

- **Phone or email**, as listed above.
- Clearly state your intent to appear before the Board and provide all necessary supporting documentation including a "**Petition to Board of Review**" (Form L-4035).

General Note

All communication with the Assessor's Office will be conducted respectfully and professionally. Our office is committed to transparency, fairness, and serving the community with integrity.