

## **Inquiry Policy for the Assessor's Office**

The Genoa Charter Township Assessing Department is responsible for overall direction and management of Township's property appraisal program. The Assessing department oversees identifying, inventorying, determining market values and calculating assessed valuation for all Township properties in accordance with the State Tax Commission regulations, methods and procedures to ensure fair and equitable assessments. The Assessing department maintains accurate homestead and property transfer information in compliance with applicable State laws.

The Assessing Department is available from 9am to 5pm, Monday through Friday, (except all major holidays and emergencies) to allow review of all Township public records.

The Assessor's Office will respond to inquiries in a timely manner, with response time not to exceed seven (7) business days unless further research, follow-up, or response is needed; at which time, the Assessor's Office will notify the taxpayer of the additional time needed to respond. The Assessor's Office is available for taxpayers during business hours in person, by phone, or by email. The Genoa Charter Township Assessor's Office does not require an appointment to meet with staff. If we are open, we are available to assist taxpayers or any other person(s) who may have inquiries regarding assessment practices.

Property information is made available through the township website at [www.genoa.org](http://www.genoa.org), for those who have reached our Office outside of the normal hours of operation. We acknowledge some taxpayers may prefer to see their property record in person and they may come in person during our business hours for this inquiry. Any other records maintained by this Office are available during our business hours. Inquiries may be made in person, by phone, or by email. Some record inquiries such as mass record inquiries will require a FOIA (Freedom of Information Act request) and the taxpayer may be directed to the Manager's Office.

A taxpayer wishing to discuss their property with an Assessor or make an appointment for the Assessor to visit their property may do so with our staff in person, by phone, or by email.

Inquiries for the Assessor's Office can be directed to:

Jessica Buttermore, Appraiser  
810.227.5225  
[jessica@genoa.org](mailto:jessica@genoa.org)

Laura Gambino, Deputy Assessor  
810.227.5225  
[laura@genoa.org](mailto:laura@genoa.org)

Debra Rojewski, Assessor  
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