



## CITY OF ANN ARBOR ASSESSOR'S OFFICE

### ACCESSIBILITY POLICY

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Pursuant to MCL 211.10g(1)(c), the City of Ann Arbor Assessor's Office has established an Accessibility Policy.

The City of Ann Arbor Assessor's Office policies are consistent with Michigan Statutes and acceptable assessment practices with the goal of excellence in accuracy, transparency, and efficiency.

Public Act 660 of 2018 amended the General Property Tax Act to provide the statutory framework to ensure proper assessing in order to guarantee the highest quality assessments for taxpayers as well as local units. More specifically, the Act defines the requirements for substantial compliance with the General Property Tax Act under which the Assessor's Office is reasonably accessible to taxpayers.

The Assessor's Office is open to inspect and review public records, request copies, submit paperwork, or speak with an assessing department staff member.

The Assessor's Office business hours are Monday through Friday, 8:00 AM to 5:00 PM, with the exception of observed holidays.

Taxpayers may submit inquiries to the Assessor, Jerry Markey, via email at [assessor@a2gov.org](mailto:assessor@a2gov.org) or by telephone at (734) 794-6530. The estimated response time to inquiries is less than seven (7) business days.

Taxpayers may arrange an in-person inquiry with an assessing staff representative to discuss their property's assessment or issues by calling (734) 794-6530 or by email at [assessor@a2gov.org](mailto:assessor@a2gov.org).

Taxpayer requests for inspection or production of records maintained by the Assessor's Office may be made in person or by calling (734) 794-6530 or by email at [assessor@a2gov.org](mailto:assessor@a2gov.org). A Freedom of Information Act (FOIA) request may be required through the Clerk's Office.

Assessment and property information can be obtained using the Assessor's Office website at [a2gov.org](http://a2gov.org). The information can be accessed through the City website by selecting the "Online Assessment and Property Tax Data" tab and "Continue to Online Tax Data" link. The link navigates to the BS&A online services website. <https://bsaonline.com/?uid=283>

Taxpayers may have their assessment reviewed by the Assessor's Office at any time to informally hear and resolve disputes prior to the March Board of Review. Taxpayers are encouraged to contact the Assessor's Office at (734) 794-6530 or [assessing@a2gov.org](mailto:assessing@a2gov.org) to discuss any issues or concerns. An informal review is not required to appeal to the March Board of Review. However, filing a protest with the Board of Review is necessary to protect the right to further appeal residential valuation and exemption disputes to the Michigan Tax Tribunal and classification appeals to the State Tax Commission.

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