



City of Grand Haven  
Assessing Division  
519 Washington Avenue  
Grand Haven, MI 49417  
P: 616.846.8262  
F: 616.738.4009

## **Policy on Assessor's Office Accessibility**

Revised 2/2025

Assessing services are provided through a contractual agreement with Ottawa County. Ottawa County Equalization Director Brian Busscher serves as the City Assessor. Assessing Division Manager Carla Hill is the primary point of contact and is available at City Hall on Wednesday mornings from 8:00am to 12:00pm, or by appointment. The Ottawa County Assessing Division can be reached at 616-846-8262 during customary business hours. Email may be directed to [assessing@miottawa.org](mailto:assessing@miottawa.org).

Additionally, taxpayer inquiries may be sent directly to Carla Hill, Assessing Division Manager, at 616-738-4823 or email [chill@miottawa.org](mailto:chill@miottawa.org).

Inquiries, correspondence, voicemails, emails, and all other messages will be answered within seven business days by the Assessor's Office. In person meetings are scheduled as needed with the Assessor or designated staff to discuss any inquiries. Please use the contact information above to set up an appointment with the appropriate staff member during normal business hours.

General assessment records may be viewed online at [bsaonline.com](http://bsaonline.com). Otherwise, inspection or copies of routine records may be handled by contacting the Assessor's Office as described above. Large reproduction of files may require a Freedom of Information Act (FOIA) request. FOIA requests may be made to the City Clerk's Office.

In addition to the March Board of Review, a taxpayer may contact the Assessor's Office as described above for the Assessor or appropriate staff to hear and/or resolve informal disputes as allowed by Michigan law.