



Nashville, Tennessee

How the Finance Department Increased Tax Collection by \$2.8 Million with Host Compliance

5,700

Units

90%+

Compliance

\$2.8

Million
Increase

10x

ROI

OVERVIEW

Nashville's Finance Department was struggling to collect accurate taxes from over 4,500 short-term vacation rentals (STRs) without an effective system to identify STR addresses and owners.

SITUATION

The Finance Department couldn't collect taxes from STRs when they didn't know who owned them, where they were located, or how many nights they were being rented a month.

SOLUTION

Granicus' Host Compliance software addressed all of Nashville's pain points. Not only did it provide high rates of address identification, but it provided an all-in-one solution for communicating with hosts and providing an online portal for them to register and pay taxes.

RESULTS

The Finance Department stated in a Citizen Centric Report that there was a \$2.8 million increase in short-term rental revenue collections in their first year of using the Host Compliance software.

MUST HAVE SOLUTION

Host Compliance

“ Short-term rentals are different than hotels. With hotels, you have an auditable trail. Host Compliance gives us that auditable trail. We can make sure we are collecting taxes fairly.”

-Zak Kelley, a Special Project Manager