# Nashville, Tennessee
How the Finance Department Increased Tax Collection by $2.8 Million with Host Compliance

<table>
<thead>
<tr>
<th>Units</th>
<th>Compliance</th>
<th>Million</th>
<th>ROI</th>
</tr>
</thead>
<tbody>
<tr>
<td>5,700</td>
<td>90%+</td>
<td>$2.8</td>
<td>10x</td>
</tr>
</tbody>
</table>

## 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

To read the full story, visit [cutt.ly/nashville-tn-success](http://cutt.ly/nashville-tn-success)