

TrueRoll

CASE STUDY

No More Surprises: How Alachua County Prevents Liens and Back Taxes with TrueRoll

ABOUT

To avoid penalties and back taxes for residents, the Alachua County, FL Property Appraiser's Office partnered with TrueRoll to quickly identify ineligible homesteads before a key staff retirement. What began as a one-time audit evolved into a fully automated, end-to-end homestead administration process.

The office now detects eligibility changes in real time—preventing issues before they occur. After seeing the value of proactive maintenance, they adopted TrueRoll's automated application processing to streamline the entire workflow.

CHALLENGES

- **Finding outstanding ineligible homesteads fast:** Facing limited resources, the team needed better tools to quickly find ineligible homesteads and protect residents from penalties.
- **An audit-based approach:** Occasional tax roll audits led to inaccurate exemptions and back tax requests, frustrating residents and damaging trust.
- **Onboarding new applications:** Manually processing new homestead applications was slow and increased errors. Alachua lacked hiring resources to support this role.

AT A GLANCE

Challenges

- Finding outstanding ineligible homesteads fast
- An audit-based approach
- Onboarding new applications

Results

- 440+ improper exemptions found
- $3,769,306+ in recouped funds
- Found eligible exemptions that weren't applied for



DRIVING CHANGE

After launching TrueRoll, Alachua County Property Appraiser Ayesha Solomon realized how much point-in-time audits led to inaccurate data, missed revenue, and frustrated residents with hefty back tax collections. She sought a more service-oriented approach. They adopted TrueRoll's end-to-end solution, piece by piece, to eliminate retrospective fixes and proactively manage their homestead administration.

A COMPREHENSIVE SOLUTION, FROM APPROVAL TO REMOVAL

Over time, Alachua County integrated all three of TrueRoll's solutions to streamline its entire homestead administration process and protect its residents.

- **Investigation Services:** TrueRoll's investigation team worked closely with the office's compliance staff to align with their homestead processes. They quickly began reviewing older exemptions to find likely ineligibilities and help stop interest from accruing.
- **Proactive Monitoring:** TrueRoll's Proactive Monitoring scans the entire county tax roll by cross-referencing data across trusted databases. The system catches changes like new addresses and rental listings in real time so Alachua's tax roll remains up-to-date. This allowed officials to contact residents who were eligible for exemptions but may not have known.
- **Application Vetter:** Alachua adopted Application Vetter to automate homestead exemption application processing, reducing errors and delays. The technology easily integrates with other software and swiftly provides recommendations for county officials to determine eligibility.

RESULTS

- **440+ Improper exemptions found:** TrueRoll identified hundreds of miscategorized exemptions, including 148 in 2024 alone.
- **$3,769,306+ in recouped funds**: Identifying improper exemptions led to nearly $3.8 million in recovered funding.
- **Identification of eligible taxpayers:** TrueRoll surfaced unclaimed homesteads for residents who didn't know they qualified and ensured they received the exemptions they deserve.

"We now use TrueRoll not only to identify ineligible and unclaimed exemptions but also to instantly vet every new application we receive. This end-to-end approach helps us protect taxpayer dollars while making it easier for qualified residents to get the benefits they deserve. It's a modern, data-driven way to ensure fairness, accuracy, and trust in the homestead process across Alachua County."

Ayesha Solomon
Alachua County, FL
Property Appraiser

METRICS & OUTCOMES

440+ IMPROPER EXEMPTIONS FOUND

$3,769,306+ IN RECOUPED FUNDS

UNCLAIMED EXEMPTIONS DISCOVERED

Ready to streamline your homestead administration? Book a demo