SmartMove Criminal Record Guidelines

The following information is merely an outline for you to use as guidance when reviewing applicant criminal record(s). This information is not meant to be determinative but rather a supplement to allow you to make a better decision in choosing a potential tenant.

SmartMove returns criminal records based on varying personally identifiable information. SmartMove returns the best possible matching records on an applicant by matching not only the renter application input, but also “enriches” the consumer information in order to identify possible aliases, different name spellings, or other addresses.

When an applicant has a common name, such as “John Smith,” there is a possibility of several records returning that may not match the applicant (i.e. false positives), making it necessary to review the records manually before making a decision on the applicant.

To help you understand the data returned in the SmartMove criminal report, please use the following tips as helpful guidelines when reviewing the SmartMove criminal report to ensure the records match the applicant:

1. **Review the personal information provided on the record.** Compare the name, date of birth, and/or address information (when available) on the record to the identifying information of your applicant. Reviewing a government issued photo ID or personal information returned on the TransUnion credit report can help in this process. Please keep in mind the SmartMove criminal report may return records that belong to your applicant under an alternative name such as a maiden last name or another alias name used by the applicant.

2. **Refer to the photo on the record and compare it to the photo of your applicant.** Some of the criminal records returned in SmartMove may contain a photo of the offender. Compare the photo on the record to your applicant if you have seen the applicant in person, or compare the photo with the applicant’s government issued photo ID.

3. **Take into consideration the type of crime shown on the record.** Review the record in SmartMove and determine if the offense shown on the record is a type of record you would potentially take action with in making a housing decision. Please keep in mind the SmartMove criminal report may return traffic tickets and other minor citations.

4. **Consider the final outcome of the record shown on the report.** Review the record in SmartMove and locate the final case disposition or outcome (when applicable). If the record shows a final case outcome listed below it may mean the record resulted in a final outcome of non-conviction. The following is a non-exhaustive list of possible non-conviction determinations on a report that should be considered among many other factors:
   a. Acquittal;
   b. Dismissed;
c. Not Guilty;
d. Not Filed;
e. Nolle Prosequi (also shown as “Nol-Pros”);
f. Not Prosecuted, among other similar final case outcomes and variations.

If you have any questions or require further assistance when reviewing the record information contained on the SmartMove criminal report, please contact Customer Support at 1-866-775-0961 for further assistance.