CITY OF APPLETON

MEMORANDUM

Date: 2/20/2026
To: Helping Homes
From: Eric Maggio, City Sealer of Weights & Measures
Subject: License Suspension – Helping Homes

Purpose and Background

This memorandum serves as formal notice that the Commercial Solicitation License issued to Helping Homes is hereby summarily suspended.

Pursuant to City Code Sec. 9-623, the Sealer of Weights and Measures may summarily suspend a license issued under this division when necessary to protect the health, safety, or welfare of the public.

The authority to suspend is exercised when immediate action is necessary to protect residents and preserve public trust in City government. Based on the documented complaint history outlined below, I have determined that summary suspension is warranted.

Key Reasons

The City of Appleton has received repeated complaints regarding Helping Homes' solicitation practices. These complaints have been received by multiple City departments, including the Mayor's Office, Department of Public Works, Police Department, and direct citizen contact with regulatory staff.

Documented complaints include:

- **August and September 2025:** Numerous inquiries were received regarding door to door solicitors representing that they were working with or affiliated with the City of Appleton to provide insulation funding or related services.
- **September 8, 2025:** Complaints were received regarding solicitation under the name "Focus on Energy" making similar claims of City affiliation. Police responded to calls. No company under that name was licensed to solicit in Appleton.
- **December 8, 2025:** Two complaints alleged Helping Homes representatives misrepresented themselves as City employees and failed to display City issued solicitor badges.
- **February 13, 2026:** An additional complaint alleged misrepresentation and failure to display identification.
- **February 19, 2026:** A resident on Union Street reported that a Helping Homes representative arrived with a ladder, stated he was from the City of Appleton, demanded

entry to inspect the attic, failed to display a City issued badge, and refused to leave after being asked multiple times. The resident was referred to the non emergency police line to file a formal complaint.

Following each complaint, I contacted the individual identified on Helping Homes' license application as the primary point of contact, Hunter Jones. At no point during those conversations was I informed that Mr. Jones was not authorized to serve as the company's primary contact.

During those discussions:

- Mr. Jones read me the company's sales script.
- He acknowledged the concerns regarding representation and identification.
- He stated that representatives would ensure City issued identification badges were worn and visible at all times.
- He indicated corrective action would be taken internally.

Despite those assurances, subsequent complaints continued, including allegations of misrepresentation and failure to display identification. The February 19, 2026 complaint reflects a serious escalation, including refusal to leave private property when directed to do so by a resident.

The recurring nature of these complaints, after direct intervention and verbal assurances of corrective action, demonstrates that prior efforts to address the concerns were not effective. The consistent themes include:

- Misrepresentation of affiliation with the City of Appleton
- Failure to display required City issued identification
- Conduct that reasonably caused residents concern for their safety

This conduct is directly related to the licensed activity and undermines public confidence in the City's licensing process.

Recommendation

Based on the repeated complaint history, prior direct intervention with the company's listed point of contact, and the seriousness of the February 19, 2026 incident, I have determined that summary suspension of Helping Homes' Commercial Solicitation License is necessary to protect the health, safety, and welfare of Appleton residents.

The license shall remain suspended pending further review in accordance with City Code. If Helping Homes wishes to contest this suspension, a written notice objecting to the suspension, stating specific reasons for the objection and requesting a hearing, must be delivered to the City Clerk within five business days of issuance of this suspension order, consistent with Sec. 9-623.

Failure to timely file a written objection will result in the suspension continuing for the duration of the license or until expiration of an established suspension period, whichever is shorter.