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## MEMORANDUM

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TO: City Council  
FROM: Shawna Jenkins  
SUBJECT: **Solicitor Permit Application**  
DATE: February 14, 2014

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Staff has received an application from Kidd Lacey from Curbside Waste to go door to door.

In the past few months, there have been several complaints regarding Curbside Waste Solicitors going door to door in Princeton without a solicitor's permit.

On November 16<sup>th</sup>, 2023 I sent an email to their customer service email address listed on their website to let them know a solicitors permit was required to go door to door in Princeton. I included the license application in the email. I received no response.

We received another complaint and I sent another email on December 5<sup>th</sup>, 2023, no response.

Brian from Curbside Waste had posted on the Princeton Bulletin Board regarding their garbage services, so I emailed him directly on December 12, 2023, again with no response.

I tried calling the company as well, but the automated system said I was #20 in line, so I resorted to sending them a letter in the mail.

Some of the comments I saw on the Bulletin Board, or people told me when calling to complain:

1. The Sales rep was telling residents that their current garbage company was bought out, and would no longer be serving their customers (not true).
2. The sales rep made contradictory statements, they seemed "sketchy".

In researching the Company, they have a rate of 1.4 (out of 5) on Yelp, with 108 reviews.

On the Better Business Bureau's website, from 3-7-21 to today they have 66 complaints (55 – Product / Service, 9 – Billing / Collection, 1 – Advertising / Sales, and 1 – Guaranteed / Warranty)

Following Chapter 6 of Princeton's, Section 670.04, F, Staff recommends denial of the Solicitors Permit request.

**670.04 License Ineligibility.** *The following shall be grounds for denying a license under this Section:*

*F. The Applicant is found to have a bad business reputation. Evidence of a bad business reputation shall include, but not be limited to, the existence of more than three complaints against the applicant with the Better Business Bureau, the Attorney General's Office, or other similar business or consumer rights office or agency, within the proceeding 12 months, or three complaints filed against the applicant within the preceding five years.*