### **City of Leduc**

THE THE



### Multi-Unit Sector Waste Diversion Program Plan





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#### 1 Background

The City of Leduc is tackling waste reduction and diversion from the multi-unit sector in response to a listed action in the City's Environmental Plan that states "Develop a waste reduction plan for businesses and multi-family units". To reduce implementation challenges and increase residential service equity in Leduc, the City is first focusing its diversion efforts on the multi-unit sector. Programming for businesses is expected to follow in the coming years.

Multi-unit housing requires different approaches to waste reduction and diversion programming than the single-family segment because of unique challenges such as a more indirect link between resident and diversion activities, lack of accessibility and higher rates of transience.

The City of Leduc conducted a multi-unit pilot project in 2021, equipping two properties with diversion services. Results of the pilot project were increased diversion, but a limited willingness and/or capacity from the properties to participate in diversion on their own accord. Properties cited cost and time as the biggest barriers. Therefore, the City determined the most impactful approach for increasing waste diversion from the multi-unit sector was a regulatory approach paired with a strong outreach plan.

It is noteworthy that the City of Leduc has already updated its Land Use Bylaw (809) requiring all new developments to provide additional space for the storage and collection of recycling and organic materials. This is considered very progressive and in line with many other jurisdictions considering the waste management needs of the future.

Many leading municipalities with advanced waste management systems are now targeting the multi-unit sector to help reach municipal diversion targets and increase residential programming equity. Best practices indicate the most effective programs at targeting waste diversion from the multi-unit sector include mandatory requirements (bylaws) combined with strong community education and outreach. For example, the City of Edmonton is rolling out mandatory recycling and food scraps diversion in all multi-unit buildings. This is an important consideration for Leduc with it being a close neighbour with many residents experiencing Edmonton programming regularly through work or social events. Thus, it is desirable to have similar programming regionally whenever possible. Additional examples of municipalities with mandatory multi-unit programming include recycling and organics in Calgary (implemented in 2016/2017), City-run recycling in Saskatoon (2015), several Metro Vancouver municipalities, recycling and organics in the District of Squamish (2021), City-run recycling in Lethbridge (2021), and City-run recycling in Red Deer (2021).

At the same time, Alberta's new Extended Producer Responsibility Regulation states:

- A producer must provide at no charge, by April 1, 2025, a common collection system to multiplefamily dwellings in communities registered with the Authority that are receiving recycling service from a community authority as of the date this Regulation comes into force.
- A producer must provide at no charge, by October 1, 2026, a common collection system to multiple-family dwellings in communities registered with the Authority that are not receiving recycling service from a community authority as of the date this Regulation comes into force.

Therefore, all multi-family dwellings will be expected to have recycling service by October 1, 2026.

This report provides an overview of the recommended multi-unit diversion program for Leduc.



#### 1.1 Introduction

Leduc has over 80 multi-unit properties, comprising over 2,500 units. According to Leduc's Land Use Bylaw, a multi-unity property contains three or more units. However, multi-unit properties known to Leduc and documented in this section contain four or more units as show in Table 1.

Building Type	Number of Complexes in Leduc	Total Number of Known Units
Mobile Home	8	371
Multi-Floor Apartment	34	872
Private Bungalow Complex	7	312
Private Townhouse Complex	35	989
Total	84	2544

#### Table 1: Multi-unit properties in Leduc

It is estimated over half of these properties contain less than 30 units and house about 30 per cent of the multi-unit population in Leduc. Properties with greater than 30 units and less than 40 units make up nearly 10 per cent of the total multi-unit properties in the city and house just over 10 per cent of the total multi-unit population. There are only two known properties that have more than 100 units in Leduc. Table 2 demonstrates the number and types of multi-unit properties in Leduc. Please note this is an estimate and not all properties have known unit numbers.

#### Table 2: Types of multi-unit properties in Leduc

Type/Size of Multi Unit Property	Number of Properties in Leduc	Percentage of Multi Unit Properties in Leduc	Percentage of Total Multi Units in Leduc
4-10 units	18	21%	3%
11-20 units	8	10%	12%
21-30 units	12	14%	15%
31-40 units	7	8%	11%
41-50 units	3	4%	0%
51-100 units	6	5%	12%
101-200 units	4	5%	1%
>200 units	1	1%	0%

Most of Leduc's multi-story properties are located close to downtown, on the east side of the QE2 Highway as shown in Figure 1 with blue dots. The pink dots represent town/row houses and the orange represent private condos or bungalow complexes. The green dots show the locations of mobile home parks in the city.

#### Multi-Unit Sector Waste Diversion Program Development City of Leduc



Figure 1: Multi-unit locations in Leduc

Figure 2 through Figure 7 show examples of multi-unit properties in Leduc.



Figure 2: Multi-story property example



Figure 3: Townhouse property example



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Figure 4: Private condo/bungalow complex example



Figure 5: Mobile home property example



Figure 6: Additional multi-story building example



Figure 7: Additional multi-story building example

Currently in Leduc, the multi-unit sector is responsible for coordinating its own waste management services with no involvement from the City. However, it is known that at least 10 multi-unit properties are receiving curbside cart collection for waste and paying a City utility rate. These properties consist of only four or five units, with one exception being Blackstone Blvd Condo which has 19 privately-owned units. This condo property is a set of fourplexes, each with access to the back alley for easy cart collection.

Residential properties not receiving curbside collection services from the City must hire a private waste management company to provide collection and hauling services. Properties and their residents also have the option of utilizing the Eco Station for most waste management services including mixed recycling, waste disposal, clothing donation, electronic waste, glass recycling, and even small loads of organics. However, there is inequity when it comes to level of waste management service when comparing single-family and multi-unit residents. Single-family households in Leduc currently receive three-stream collection: garbage, recycling and organics. Based on interviews with property managers and waste management service providers, currently only two multi-unit properties offer organic waste collection in their building. Additionally, based on site visits and interviews, recycling available to multi-unit residents is limited to few properties and in most cases is only for cardboard. Very few multi-unit properties offer mixed recycling, or additional recycling options for their residents.

#### 2 Methodology

The first step to developing a multi-unit diversion program was to review current background conditions and issues with the intent to understand issues, service levels and challenges experienced related to waste reduction, recycling and composting in the multi-unit sector. This was conducted through an analysis of City data and reports related to waste management in this sector, site visits to multi-unit neighbourhoods, conversations with property owners/mangers and waste service providers, and consultation with City staff.

The next phase of the project then built on this contextual foundation to identify and present initial regulatory options (bylaw) with the potential to reduce waste and improve diversion (recycling and organics) for multi-units in Leduc. This included a best practice review of leading municipalities in North America for multi-unit programming, specifically mandatory diversion. Interviews with waste haulers were also completed to document current practices and conditions that affect source separation and waste reduction at multi-unit properties and gain their insights as the primary service providers into barriers and opportunities related to reducing waste in this sector.

This engagement combined with best practice and comparable cities research led to the identification and review of viable regulatory and outreach options for Leduc.

The resulting proposed programming options are subsequently presented along with supporting background information. The conclusions and recommendations form the foundation for a plan to enhance waste reduction and diversion in Leduc's multi-unit sector.

#### 3 Review of Current Background Conditions and Issues

#### 3.1 Waste Collection

Unlike the single-family sector, the multi-unit sector manages their own waste management services, with no input or assistance from the City. The exception to this is certain townhouses that are serviced by the City's curbside collection (carts). In this case, the townhouses are treated as single family.

Site visits to multi-unit properties in Leduc indicated the presence of six different private waste management service providers. Service providers mainly offer garbage and recycling collection services through a variety of collection methods (e.g., totes/carts and dumpsters). Based on interviews with service providers, very limited organics diversion services are being offered at multi-unit properties in Leduc.



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Figure 8: Dumpster style multi-unit garbage and recycling bins in Leduc



Figure 10: Varied containers for multi-unit garbage in Leduc



Figure 9: Tote/cart style multi-unit garbage and recycling bins in Leduc



Figure 11: Additional dumpster style multi-unit garbage bins in Leduc

Having multiple collection service provider options for multi-unit properties theoretically offers customers increased choice and the ability to tailor services. For example, customers can choose smaller collection containers, such as carts, for properties with limited space or collection accessibility issues. However, varied service providers operating in the city with no sector standards causes a lack of equity when compared to the single-family sector. Additionally, there is a lack of waste management data from the multi-unit sector. Private service providers or building managers/owners do not currently report any data or information on materials collected or material destinations to the City. This makes it challenging for the City to fully understand the current system and assess impacts of any future programming.

#### 3.2 Multi-Family Sector Background

The City's *Land Use Bylaw* defines any development (property) with more than three dwellings (units) as a multi-unit property.

Multi-unit properties have unique waste management challenges that are different from single-family, including:

Lack of Accountability and Difficulty Influencing Resident Behaviour resulting from shared infrastructure that makes it difficult to connect behaviour to an individual tenant.

The ability to influence behaviour in multi-unit residences relies on being able to connect residents with the material they generate, producing outcomes that are directly experienced by the generator of the waste. The ability to change waste diversion behaviour is well documented in the Community-Based Social Marketing (CBSM) field to be most effective when triggered by messaging and feedback that is directly linked to where the material is generated and where it is collected. This is more challenging to do when residents are insulated from their generation and disposal activities, as in a multi-unit setting.

**Difficulties with Convenience and Accessibility** because of limited space in units and location of collection bins.

Convenience is one of the key barriers to diversion activities, and this barrier is magnified in multi-unit settings where diversion infrastructure may be remote from the housing unit and may be difficult to access. This is magnified by a lack of unit storage for collection containers.

Limited Infrastructure Space in many multi-unit buildings that were originally designed for garbage bins only, and not additional diversion bins.

This challenge has been identified repeatedly by property owners whose building may have been built at a time when building code requirements included only garbage bins, with little room for recycling and organics collection. Some of these buildings also have garbage chutes, often discouraging diversion.

**Socio-economic Characteristics of Renters** who are often more transient than residence owners and present associated challenges with influencing their behaviour.

More transient populations like renters are generally more challenging to influence through CBSM campaigns as they tend to have less attachment to the community, and their transience may require ongoing and repeated education.

Traditionally, single-family residents divert significantly larger amounts of recyclables and organics than multi-unit residents. This is due largely to the barriers outlined previously. An intensive purpose-designed multi-unit diversion program and associated education / promotion can tackle some of these barriers and begin to improve diversion within the multi-unit sector.



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#### 4 Stakeholder Engagement

Primary stakeholders, including property owners and managers, as well as private waste collectors, were interviewed to gain a further understanding of the issues and options to improve waste reduction and diversion from the multi-unit sector. A more detailed report on the interviews with property managers and owners is included in Appendix A.

#### 4.1 **Property Management Companies**

Property managers are key players in waste management practices when it comes to implementing waste diversion programming in multi-unit buildings. They offer a focused point of contact for issues and opportunities, and therefore were contacted in the stakeholder engagement process.

Stakeholders including property managers, rental agencies, and rental association representatives were interviewed to discuss the following:

- The current state of waste diversion in their buildings.
- Any anticipated challenges with further changes.
- Ideas about how to best integrate further waste diversion into multi-unit buildings.

#### 4.1.1 Current Waste Management Systems

Based on interviews with this group of stakeholders, the current waste management systems in place for multi-unit properties varies widely. Inferences included:

<u>Diverse Building Policies</u>: There were varying waste management policies specific to each building. Due to the absence of consistent bylaws or programs, discrepancies were evident in how waste diversion was carried out. Some participants mentioned waste disposal exclusively, while others reported including diversion of paper, cardboard, tin, glass, and plastics.

<u>Private Hauler Management</u>: Waste removal was handled by different private haulers in distinct buildings, resulting in a range of services based on the offerings of these private haulers. It was highlighted that certain haulers managed both garbage and recycling pickups, while others exclusively dealt with garbage collection.

<u>Building Infrastructure Impact</u>: Participants identified that the infrastructure of the buildings could be a problem if additional bins and different waste diversion streams are introduced. This encompassed various scenarios, including buildings with garbage chutes, weekly cleared garbage collection areas, outdoor collection spaces, and facilities requiring access to collection trucks. These inconsistencies prompted concerns about the seamless integration of expanded waste diversion methods within the buildings.

None of the interviewed participants indicated the existence of organic waste diversion services within their buildings. When probed about the reasons behind a lack of organics diversion in the existing waste management system, several themes emerged:

<u>Resident Indifference</u>: A prevailing sentiment among residents is apathy towards organic waste diversion. This lack of interest has led to an absence of motivation from the residents/building managers to advocate for integrating such services into their buildings.

<u>Historical Precedent</u>: Organic waste diversion has never been a part of the waste management framework within these buildings. Its absence is attributed to a historical lack of emphasis and priority, resulting in its omission from the buildings' waste management practices.

#### 4.1.2 Future Diversion Programming

Despite demonstrating some skepticism, property manager and owner respondents shared their challenges and ideas regarding integrating effective organic and recycling waste management strategies within buildings. Some of these insights from the interviews include:

<u>Education Initiatives</u>: Respondents proposed the implementation of educational campaigns aimed at residents and building managers. These campaigns would provide easily digestible and accessible materials, enabling residents to easily comprehend and adopt waste management practices. Focusing on the most common waste items would provide a more straightforward interpretation.

<u>Enhanced Communication</u>: A suggested approach involves connecting waste management efforts to tangible impacts on Leduc/Alberta's environmental performance. Shifting the narrative from the negative consequences of neglecting waste diversion to the positive outcomes of participating in diversion could motivate residents to engage more actively.

<u>Challenges with Disengaged Residents</u>: Respondents acknowledged potential difficulties in implementing waste diversion in buildings with disengaged populations. Many of these residents may lack concern or understanding about waste diversion practices. Overcoming long-standing habits and behaviours presents a substantial hurdle.

<u>Provision of In-Unit Containers</u>: Respondents proposed supplying kitchen catchers and recycling containers for each residence to encourage waste diversion. This cost-effective solution, facilitated by the City, would ensure that residents have the necessary tools for waste separation.

<u>Resident Management and Contamination</u>: Building managers raised concerns about overseeing residents' waste diversion behaviour, particularly the contamination issue. Enforcing fines or added costs related to improper waste disposal presents challenges, as managers cannot easily identify responsible parties. This concern emphasizes the need for clear guidelines and accountability mechanisms.

Based on discussions with property owners and managers, it is important to note multi-unit property managers:

- Want the ability to choose private waste service providers (haulers)
- Think the role of the City should be to educate residents and related stakeholders through education initiatives such as campaigns, information packages, toolkits, etc.
- Want the City to provide kitchen catcher units if implementing organics diversion
- Think it is important to report on overall program performance
- Want the onus of participation to fall on the resident

It was also noted that property managers tended to be less aligned on the issues than the private waste haulers.

#### 4.2 Private Waste Haulers

Since most multi-unit buildings are serviced by the private sector in Leduc, it was important to engage the active service providers to gain a holistic perspective of the sector and to understand the required service level needs. To achieve this, individual interviews with waste haulers servicing multi-unit properties in Leduc were completed. All known service providers were contacted via email to request an interview, with individual follow-up by either the City or sonnevera to arrange a meeting. Three waste collection service



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providers responded to an interview request and the following sections provide a summary (amalgamation) of their responses:

- Waste Management
- Green For Life Environmental (GFL)
- Integrity Waste Solutions

#### 4.2.1 Service levels and options

Every interviewed company provides collection for garbage and recycling at multi-unit buildings. Predominantly, multi-unit properties only request garbage collection services. However, each service provider did have multiple customers receiving recycling collection. Recycling collection mainly included paper/cardboard (fibre) with only a handful having mixed recycling collection services. All haulers mentioned the ability to offer additional recycling services upon request by the customer.

Very few customers have organics collection services. Only one hauler indicated they have multi-unit customers (two) with organics diversion programs.

The most common collection schedule for buildings was weekly, for both garbage and recycling.

All haulers mentioned the ability to offer tailored multi-unit collection services for buildings that have collection barriers in the form of space or access. For example, haulers noted the ability to offer different sized bins and work with custodial staff to arrange for effective collection.

Conclusion: Haulers servicing the multi-unit sector need to have flexibility to offer a wide range of collection options in the form of containers and servicing levels.

#### 4.2.2 Quantity of MU customers

Based on discussions with the service providers, Leduc's multi-unit sector is a relatively small portion of their overall business. Also, haulers do not always differentiate between multi-unit and commercial customers, grouping them together as one type of customer - non-residential.

Conclusion: Leduc's multi-unit sector is not a large portion of any interviewed hauler's business and multi-unit property customers are often grouped with businesses in Leduc for collection.

#### 4.2.3 Collection methods

All haulers utilise a combination of containers for collection, although mainly consist of dumpster-style, front-end-load (FEL) containers. However, if organics collection service is provided, all haulers indicated they would only service organics in totes. It was also noted that totes offer a more flexible level of service, can often be more easily placed inside, and moved to a different location for collection.

Most companies interviewed do not require customers to have multiple services, although they may try to encourage a bundled service when possible. They are often open to providing service for only one stream, as is often seen with sole garbage collection at many buildings.

All haulers claim that containers are labelled sufficiently to encourage participation, often including photos strategically placed.

Conclusion: All multi-unit service providers identified the need for tote collection containers, especially for organics collection. FEL containers are used wherever possible, but totes are often needed to meet the unique collection service demands of various multi-unit buildings.

#### 4.2.4 Contract length

Contract lengths varied amongst the haulers, but all preferred longer contracts, with examples upwards of five years. The rationale provided for this tactic was a lack of profitability with shorter-term contracts. However, each hauler mentioned the ability to negotiate contract lengths on a case-by-case basis.

Conclusion: Haulers have a strong preference to have customers enter into longer-term contracts to increase profitability.

#### 4.2.5 Material processing

The MU waste haulers operating in Leduc use different processors for the varying material streams. This is often dependent on the collection route and ownership of the service provider company.

All service providers had no concerns regarding processing options for recyclables or organics.

Conclusion: There are adequate processing options around Leduc for multi-unit service providers to access.

#### 4.2.6 Collection container sizing

Through discussions with haulers, the following container/collection volumes for organics based on number of multi-units were provided:

• One 240 Litre (64-gallon) tote for every ~49 units (weekly collection)

It was noted that multi-unit organics collection programs rarely have high capture rates, so most container estimates are less than the estimated overall organics generation in the building. However, the people that do participate generally do a good job, resulting in a clean stream.

Conclusion: Service providers typically estimate organics capture rates to be on the lower side for multiunit buildings. However, it is indicated the stream is often of high quality (clean) due to those participating doing a good job, even if there may be fewer of them than compared to single family.

#### 4.2.7 Implementation Timelines

All service providers that were interviewed expressed the ability to begin providing additional diversion services to multi-unit properties almost immediately. There was one mention of a possible delay in getting an additional supply of green carts/totes for organics collection. However, consensus around appropriate implementation timing was about six months to allow for new collection infrastructure in buildings and education of properties.

Conclusion: Service providers are comfortable with an implementation time period of six months.



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#### 4.2.8 Role of the City

A component of the interviews with service providers was to ask about their thoughts on the best role of the City with regards to increasing diversion from the multi-unit commercial sector. Suggestions varied amongst haulers, but the most common themes discussed were:

- Incentivize participation and correct behaviours and/or incentivize haulers to provide additional services
  - Encourage and promote industry innovation (e.g., treating some multi-unit more like single family and offering door-to-door service, compactors in adequately-sized buildings, Molok bin infrastructure and service)
- Continue to engage haulers on overall program design and approach

Conclusions: Even though haulers had slightly different opinions on the most appropriate role of the City, overall haulers were happy to be engaged in the process and stated they were appreciative of being consulted.

#### 5 Multi-Unit Programming Plan

The following sections present an extensive diversion program plan for the Leduc multi-unit sector. Many municipalities have addressed the multi-unit diversion challenge by designing a promotion and education program plan specifically for multi-unit residents. This provides a key foundational element of multi-unit diversion programming through educational materials and information that can be provided by the City and service providers to help assist various stakeholders in effectively participating. These materials are best created through a Community-Based Social Marketing lens.

Leduc's plan originates from the necessary Waste Bylaw (800-2012) amendments to require multi-unit properties to have an equal level of diversion service options as that of single family. This is a commitment the City of Leduc has made to not only advance diversion in the multi-unit sector, but also improve equity amongst all residents.

#### 5.1 Bylaw Amendments

For a more detailed summary of the Bylaw amendments see Appendix B. A condensed list of the most relevant programming amendments follows:

- Defines a "multi-unit property" as a building with three or more dwellings/units
  - This aligns with the Land Use Bylaw definition
- Requires co-location of recycling and organics bins with garbage containers
- Requires recycling and organics collection at multi-unit properties to be inclusive of the same materials as collected in curbside residential carts (single family)
- Requires recycling and organics be sent to a proper material processing facility after collection
- Requires the owner of a multi-unit property to provide diversion programming
  - Adequate containers and signage must be provided
  - Requires containers to be enclosed and/or have lids that close
  - Education of tenants on a yearly basis, or upon a new tenancy

- Requires residents of a multi-unit property to participate in the diversion program (separate their materials into the correct containers)
- Requires multi-unit property owners to submit a "Diversion Plan"

The Bylaw is expected to come into effect immediately upon being passed by Council. However, enforcement, including the ability to fine multi-unit developments, will not take place until January 2026 to give multi-unit properties adequate time to adjust to the new requirements. This timing also aligns with the expected timeline for extended producer responsibility to come into effect.

#### 5.1.1 Community-Based Social Marketing (CBSM)

It is recommended the City continue to build internal capacity in Community-Based Social Marketing (CBSM) and integrate these approaches into all waste reduction / diversion program designs and implementation. This will allow the City to incorporate CBSM to expand marketing efforts for existing programming to improve participation and address specific behaviour issues.

Community-Based Social Marketing is an approach to program education and promotions that encourages high rates of effective participation and long-term behavior change. Proven social marketing techniques are incorporated into program education/promotion activities to effectively change behaviors.

The Community-Based Social Marketing process centers on uncovering barriers that inhibit individuals from engaging in sustainable behaviours, identifying tools that have been effective in fostering and maintaining behaviour change, then piloting takes place on a small portion of the community followed by ongoing evaluation once the program has been implemented community-wide.

The following information is from Doug McKenzie-Mohr and William Smith's Fostering Sustainable Behaviour: An Introduction to Community-Based Social Marketing (1999).

Behaviour change centres on five tools that help overcome barriers:

- Commitment From good intentions to action. For instance, when distributing compost units, ask when the resident expects to begin to use the unit and inquire if someone can call shortly afterward to see if they are having any difficulties or ask residents who have just been delivered a compost unit to place a sticker on the side of their recycling container indicating that they compost.
- 2) Prompts Remembering to act sustainably. For example, distribute grocery list pads that remind shoppers every time they look at their grocery list to shop for products that have recycled content, are recyclable or have less packaging. One can also place signs at the entrances to supermarkets reminding shoppers to bring their reusable shopping bags into the store and/or distribute car window stickers with the purchase of reusable shopping bags; the stickers can be placed on the window next to the car lock to remind people to bring their reusable bags into the store.
- Norms Building community support. For instance, affix a decal to recycling containers indicating that "We Compost" or affix a decal to the recycling container indicating that the user buys recycled products.



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- Communication Creating effective messages. Several techniques can be used and are not limited to the following:
  - Ensure that the message is vivid, personal and concrete
  - Have the message delivered by an individual or organization who is credible with the audience
  - Make communications easy for residents to remember what to do and how and when to do it
  - When possible, use personal contact to deliver the message
  - Provide feedback to both the individual and community levels about the impact of sustainable behaviours
- 5) Incentives Enhancing motivation to act. For instance, invoke user fees to increase motivation to recycle, compost and source reduce or attach a sizable deposit on household hazardous waste to provide the motivation necessary for individuals to take leftover products to a depot for proper disposal.

The effectiveness of individual programming options is highly dependent upon identifying successful social marketing techniques. However, it is important to remember that diversion results from the program itself, with social marketing facilitating maximum performance through encouraging required behaviour changes. Therefore, CBSM should be included as part of the overall design of any program that requires behaviour change to encourage maximum program effectiveness.

Incorporation of this approach will require staff to have expertise in the principles of community-based social marketing, and therefore, staff training in community-based social marketing methods is required. The resulting increased effectiveness of programs is anticipated to more than compensate for this investment.

#### 5.1.2 Website for Multi-Unit Diversion Information and Resources

It is recommended the City of Leduc develop a dedicated webpage to multi-unit diversion education and resources. All resources included in this plan should be available online for residents and property owners/mangers to utilise.

Examples of best practice websites from municipalities with similar multi-unit diversion programming requirements include:

- 1. <u>City of Calgary</u> (Alberta, Canada)
- 2. <u>City of Austin</u> (Texas, USA)

Both of these webpage examples include resources available for download, such as signage and tenant letters, as well as general information on the bylaw/ordinance.

The <u>Continuous Innovation Fund</u> also has great website resources available for municipalities to utilise for improving their diversion programming communication for the multi-unit sector.

#### 5.2 **Programming Approach**

Based on an extensive review of best practices and interviews with relevant municipalities, potential programming options for the multi-unit sector are presented for implementation consideration by the City of Leduc. These options have been identified as relevant for Leduc based on a review of similar jurisdictions or those communities with successful multi-unit diversion programming.

Potential options are described and corresponding best practices examples are provided that can inform implementation. These programming options are summarized in Appendix C.

#### 5.2.1 Multi-Unit <u>Residents</u> Outreach

Based on CBSM principles, it is desirable to get commitments from residents to participate in the diversion programs and ensure residents know the responsibility of participating lies with them (as stated in the bylaw). Written/public commitments are the most effective form of commitment and can be posted in a public area in the building, also known as a "commitment poster", demonstrating norms of local residents/neighbours. Since multi-unit waste sorting is less visible than in single family homes with curbside containers, public commitments can be an effective technique at encouraging other multi-unit residents to participate.

To further increase the likelihood of participation, an information package should be delivered in conjunction with an in-unit organics collection container, also known as a "kitchen catcher", and a recycling blue tote bag or box (see additional info later). The steps involved in communicating and encouraging participation from residents through a door knocking campaign are as follows:

- 1. Introduce key program components (in an information handout/toolkit) such as:
  - a. new diversion options available in their building
  - b. equity with single family
  - c. key bylaw components
    - i. program to be provided by building/property
    - ii. participation expected by resident
- 2. Provide in-unit containers (kitchen catcher and recycling blue tote bag)
- 3. Ask for commitment
  - a. Verbal first
  - b. Written/public second (this may be posted in building along with other participants' commitments on a "commitment poster")

It is noteworthy that small containers are recommended to be provided for both recycling and organics material. This is to provide an extra level of convenience combined with daily prompts for multi-unit residents who face extra barriers compared to residents in single-family homes.

#### 5.2.1.1 Door-Knocking Campaign

Door-knocking campaigns are resource intensive, often requiring the hiring of additional staff, but are also proven to be effective in increasing participation. Municipalities that have strong levels of success with door-knocking campaigns include Seattle, Washington, Orlando (Florida) and Vancouver (BC). It is noteworthy that this is the approach the City of Edmonton is taking to roll out multi-unit diversion programming across its 178,000 units.

It is recommended that units be visited twice; the first time to inform the resident of the programming options and reinforce the use of prompts (kitchen catcher and recycling container). This visit should be timed at the same time as the in-unit container delivery, or within two weeks of in-unit container delivery. This is to ensure people can begin proper sorting habits early in the program. The second visit is to check



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up on the resident to follow up on participation. Letting the resident know there will be a follow-up visit can also help with encouraging participation. Secondary visits should occur within three to four weeks of the first visit. Residents that make a written commitment at the first visit do not necessarily need to be visited again.

Visits that do not result in a conversation (i.e., the resident is not home) should have a visual notification, such as a door hanger, left at the unit saying that City staff will return at another time to discuss diversion programming.

It is important that City staff completing the door knocking are armed with a list of common barriers experienced by multi-unit residents and proposed mitigation measures for each of those barriers.

Data should be recorded from each visit, whether successful or not, through a City tracking system, such as in-house GIS system. Information collected should include:

- 1. Was the resident home?
- 2. Did the resident make a verbal commitment to participate?
- 3. Did the resident make a written/public commitment to participate?
- 4. What barriers were discussed?
- 5. If the resident wasn't home, was a door hanger left?

Resident participation is the key to programming success. Therefore, it is advisable to spend sufficient resources on encouraging participation.

#### **Estimated Costs/Resources:**

- Additional staff will need to be hired to complete the door-knocking campaign. It is recommended
  a minimum team of four "Multi-Unit Waste Educators" be employed for a minimum of one year to
  complete the average two visits to each of the 2,500 units. Required operating considerations and
  costs are estimated to be:
  - Program design, training, and scheduling (internal City staff), \$15,000-\$25,000
  - 4 to 6 part-time staff for four months, \$35,000-\$55,000

#### 5.2.1.2 Resident Information Package / Toolkit

It is recommended that all multi-unit residents receive an information package, in the form of a postcard or small brochure, on diversion programming in their building. This information package, or Toolkit, should be handed out to each occupant, along with in-unit collection containers (discussed in the subsequent section). This information package provides the basic elements to the program including a reference guide for what materials go in which stream. General information about the bylaw and expected results of the program (increased diversion and equity) are also mentioned. The package also provides additional options for other waste materials such as electronics and bulky items, while referencing resources accessible to residents (multi-unit dedicated website, Recycle Coach app, and Eco Smart Hotline).

Please see Appendix D for an example version of this information package.

#### 5.2.1.3 In-Unit Collection Containers

Best practice indicates that to increase multi-unit diversion participation, residents need a prompt and increased convenience. Providing a kitchen catcher and blue recycling tote bag satisfies these needs by serving as a regular prompt when stored on a counter or other regularly trafficked area in the home. Kitchen catchers and blue tote bags are recommended to have simple labels with photos of acceptable material such as a wide range of food scraps and paper towels for organics, and paper and common

containers for recycling. With most multi-unit buildings having communal collection areas for waste and diversion, residents need a convenient way to separate and transport materials from their unit to the collection area. This programming option tackles accessibility, storage and prompt challenges faced by multi-unit residents by introducing individual collection containers for all multi-unit units.

Examples of recycling tote bags that are distributed to multi-units in Markham and Toronto are shown in Figure 12 and Figure 13.





Figure 12: Markham multi-unit blue bag prompt

Figure 13: Toronto multi-unit blue bag example

Providing a similar programming option to single-family kitchen catchers for organics also addresses issues of equity to the sector. The City of Leduc provides kitchen catchers, along with curbside carts, for all new single-family homes as shown in Figure 14.



#### Figure 14: Leduc's kitchen catcher delivered to single family homes

#### (source: City of Leduc)

In Calgary, where recycling and organics diversion is mandatory for all multi-unit complexes, a private service provider called bluplanet, offers an "organics starter kit" for all its customers (see Figure 15). The starter kit includes an educational flyer, under-counter collection bin (kitchen catcher), and initial stock of compostable bags.



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#### Figure 15: Example of an organics diversion "Starter Kit"

#### **Estimated Costs/Resources:**

- Recycling bags or totes are estimated to cost between \$8-\$10/bag. With approximately 2,500 units receiving private collection, this equates to a cost between \$20,000 and \$25,000.
- The City of Leduc has an on-going purchase agreement for kitchen catchers and already has budget allocated to purchase a sufficient number of containers for all multi-units.

#### 5.2.1.4 Binfluencers / Ambassadors

An additional programming option recommended for the City of Leduc to consider to support the roll-out of mandatory diversion in multi-unit buildings is the "Binfluencer" or Ambassador program. This programming option uses volunteer residents who are recruited and receive training from the City to become Ambassadors for waste reduction and diversion within their multi-unit building. This builds on the CBSM concept that individuals are more likely to embrace and learn from peers.

Ambassadors are trained on waste issues, programming and associated impacts to become their building's contact for residents interested in learning more about programs and encourage participation and engagement. In addition to training, Ambassadors receive educational materials and promotional items from the City to distribute within their building.

Having local residents serve as community Ambassadors can increase program participation more effectively than direct City messaging. Research shows people are more willing to participate in programs they know their neighbours or friends are supporting.

This programming requires City resources to train and recruit Ambassadors from the multi-unit sector. The program could be led by Engineering & Environment or Leduc's Environmental Advisory Board (LEAB). Considerations of keeping the program and training updated is also needed.

#### **Estimated Costs/Resources:**

• City staff resources to complete training, help to organize workshops, and provide updated programming materials to Ambassadors on an ongoing basis. This is expected to have a yearly operating cost of \$25,000-\$40,000 based on approximately .3 FTE.

#### 5.2.2 Multi-Unit Property Owners and Managers Outreach

Since multi-unit property owners and managers are ultimately responsible for offering diversion programming, additional resources and tools are needed for this important stakeholder. Property owners/managers also deal with service providers (haulers) and direct lines of communication to the tenants. Therefore, it is important property owners and managers are educated on the program requirements and service provider choices, as well as having education tools on hand to work with tenants. The following educational components are essential to the success of a multi-unit diversion program:

✓ Tips for hiring a collection company

Most multi-unit properties will have a current collection contract for garbage, at a minimum. However, properties often have questions about getting additional recycling and organics services. This resource provides information on service provider options, contract expectations, and tips for dealing with service providers.

✓ Right-sizing of bins

Often buildings will have limited knowledge on how much garbage, let alone recycling and organics, its residents generate. This resource provides suggestions for sizes and types of containers that are often used in the industry. Although the service provider will likely have recommendations on bin sizing, this tool gives properties an idea of their needs and can help validate a service provider's offerings based on number of tenants.

✓ Where to store waste bins

It is important multi-unit properties consider several elements when designing or setting up a diversion area in their building. Convenience and safety are big factors when it comes to encouraging participation by residents. Buildings need to consider the needs of residents as well as the ability to have the containers serviced efficiently. This resource helps identify the important factors to consider when designing a diversion space such as lighting, accessibility, cleanliness, and mandatory colocation of containers.

Figure 16 shows a graphic from the City of Calgary's multi-unit resources demonstrating a welldesigned diversion space.



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Figure 16: City of Calgary where to store your diversion bins graphic

✓ Bin signage

An approach the City can offer is online signage that can be downloaded and printed by property managers for collection containers, as shown in Figure 17. This can provide important participation information for residents, tackling the issue of poor signage often seen on collection containers.



Figure 17: Container signage made available to property managers

✓ Tenant move-in letter template

The Bylaw requires property owners/managers to educate their tenants on an annual basis or upon a new tenancy. This letter template provides owners/managers with an easy resource to update and distribute to tenants, eliminating the need for buildings to create their own materials.

Figure 18 is an example letter template from Arlington, Virgina (USA) that property managers/owners can use to distribute to tenants.



#### Figure 18: Editable property manager resident letter from Arlington, VA

✓ Tenant move-out checklist

Similar to the "move-in" letter for tenants, this is information that properties can distribute to residents if they are moving out of the building. Moving often creates excess waste and can strain a building's diversion system if residents are not properly educated on options for dealing with things such as bulky items (e.g., furniture). This is also a good opportunity to educate residents on ways to reduce waste by communicating ideas like getting used moving boxes from neighbouring retailers or donating textiles to local charities.

✓ Diversion Plan requirements

As mentioned in the Bylaw amendments, multi-unit property owners will be required to complete and report a "Diversion Plan" to the City. Reporting and planning is required to monitor program performance and can encourage waste reduction / diversion behaviour within the multi-unit sector.

Plan requirements should be minimal at the start to ease owners and managers into the reporting process. It is recommended that plans be easy to submit and eventually linked to the "City View" tracking system which already houses property information such as development permits, etc.

Varying degrees of requirements can be considered such as:

- Regular reporting (weight or volume based)
- Education plans
- Materials diverted
- Haulers utilised
- Material processing location



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Other notable systems that could be considered include ReTRAC, an online reporting system used by many municipalities in North America. Communities like Lethbridge and Arlington, Virgina currently use ReTRAC to store and analyze data from the multi-unit and commercial sectors. Community members can submit their requirements directly into the system using a business licence or tax number.

The desired reporting elements could be incorporated as a necessary requirement to renew a business license.

✓ Other resources

Additional resources that may be requested by properties are often necessary in certain circumstances. Examples of these include signage discouraging illegal dumping of bulky items near waste management bins and tips to help save space in recycling containers by flattening boxes. Figure 19 shows examples from the City of Calgary and include additional printable signage options for multi-unit property owners/managers.



Figure 19: City of Calgary multi-unit signage resources

All of these programming tips are included in a custom made "Multi-Unit Diversion Programming Toolkit" for Leduc property owners and managers in Appendix E.

Involvement of building owners and managers, including groups like condo boards, is critical to success, as they are a direct conduit to residents and offer a central opportunity for education and messaging. Program feedback can also be facilitated through this route.

#### 5.2.2.1 Information Sessions

It is recommended that the City have information sessions with multi-unit property managers and owners to advise them of the bylaw requirements and to promote use of the many resources developed. This also gives the City a chance to discuss logistics of door-knocking campaigns, such as building access and scheduling. The City may also choose to connect directly, on a one-on-one basis, with certain buildings to discuss upcoming program changes and arrange for site access.

#### 5.2.3 Multi-Unit Service Providers / Haulers

Service providers need fewer resources but do need to be educated on the Bylaw requirements. Additionally, it is advisable for the City to encourage use of the downloadable signage by the service providers. As much as possible, signage should be consistent and clear across the city. Getting haulers to utilise City-branded signage will help with diversion program consistency and effectiveness.

Separate engagement with the service providers should be completed, mainly notifying them of the Bylaw amendments and implementation schedules. Since all interviewed haulers indicated they are ready to begin implementation of additional multi-unit diversion within a few months, there is not much need for further consultation, but raising their awareness of program timelines and expected needs of the properties is necessary. This can be completed through information sessions or direct communication (email, phone calls) with the haulers since there is a limited number of service providers in Leduc for the MU sector.

#### 5.2.4 Additional Multi-Unit Programming Options

The City of Leduc could also consider introducing multi-unit sector challenges or competitions between buildings. For example, the City of Toronto implemented the Mayor's Towering Challenge in 2016/2017 to help reduce waste from the multi-unit sector. The Challenge motivated building property managers, superintendents, owners, boards, 3Rs Ambassadors and residents to improve waste diversion in all types of multi-unit buildings. Registered participants received resources, support and recognition for their efforts to reduce waste during the Challenge period. They were also invited to attend a variety of events and encouraged to host events in their buildings.



#### Figure 20: Toronto Mayor's Towering Challenge Logo

In Toronto's case, buildings with nine units or more were eligible to participate. Final submission requirements included tracking building waste volume and lifts, generating ideas for improving waste diversion and tracking improvements, and reflecting on waste diversion implementation during the Challenge period.

Recognition was given to buildings that submitted information on the City of Toronto website. All successful buildings were awarded a plaque/certificate. Winners were announced in the following categories at an Awards Ceremony at City Hall:

- Overall winner
- Best initiative using data
- Best resident engagement initiative
- Best reduce and reuse initiative
- Most innovative
- Best leadership



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#### 5.3 **Program Schedule**

With the bylaw amendments expected to be reviewed by Council early in 2024, the following programming implementation schedule has been drafted to allow for ample time for stakeholders to adapt before enforcement comes into effect January 2026.

January/24	February	March/24		January/25	>	December/25	January/26
Engage MU prop implementation ti	erties on Bylaw ame melines	endments and					
		Anticipated Bylaw approval by Council					
		Community Educa	ation				
				First Diversion Plan submission from MU properties (voluntary)		Enf	forcement of
						be	applied)
							Diversion Plan submission required from MU properties

The detailed schedule is as follows:

- January/February 2024: Engage MU property owners/managers of proposed bylaw amendments and Council timelines
- March 2024: Bylaw approved by Council
- March 2024 December 2025: Community Education
- January 31, 2025: First Diversion Plan submission from MU properties (voluntary)
- January 1, 2026: Enforcement of program (fines can be applied)
- January 31, 2026: Diversion Plan submission required from MU properties

#### 6 Determining Program Success

Project research and analysis reflected in this report have led to the following primary recommendations for key performance standards / evaluation criteria to monitor the success of the newly implemented programming:

Number of multi-unit properties with recycling and organics diversion	
Number of units committed to participate in the program (from door knocking)	
Verbal and written commitments should be documented	4
Number of multi-unit properties submitting Waste Diversion Plans	
Total recycling and organics diverted from multi- unit properties	
Multi-unit residents with convenient access to diversion services	
Total waste to landfill from multi-unit properties	





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#### 7 Recommendations

MU programming has been developed for Leduc based on the following main conclusions:

- Service Realities:
  - Almost all the multi-unit properties in Leduc receive waste collection services from private service providers.
  - Haulers have the ability to provide increased diversion services to the multi-unit sector within six months.
- Waste Mangement Challenges:
  - Multi-family properties lack of individual tenant accountability, difficulties with convenience and accessibility, limited infrastructure space and socio-economic characteristics of renters.

As a result of these conclusions, as well as insights of City staff, the following programming recommendations have emerged for the City of Leduc to reduce waste and improve diversion from multiunit properties:

- 1) Implement mandatory recycling and organics diversion in multi-unit buildings
- Design and implement an intensive Community-Based Social Marketing education and outreach program to support behaviour change required to implement successful diversion programming. Elements to include:
  - a. In-unit containers for all multi-units
  - b. Door knocking campaign
  - c. "Binfluencers" or Recycling Ambassadors program
  - d. Waste diversion assistance (information packages, toolkits) for property managers, owners, residents, and service providers that include resources and signage with content specific to multi-units
  - e. Multi-unit sector competitions/challenges
- 3) Require properties to plan and report their waste reduction initiatives to the City.

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**Appendix A: Interview Summary Report** 

#### **Multi-Unit Waste Diversion**

Interview Summary Report

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#### Introduction

The purpose of the City of Leduc Multi-Unit Waste Diversion Interview Summary Report is to provide an overview of the information gathered during a series of interviews conducted as part of this project. The report has been structured to provide key insights from the process that can be integrated into Leduc's forthcoming waste diversion program and bylaw. The information presented will play a key role in developing program details and specifics by understanding the current views of those involved in the multi-unit sector in Leduc.

The interview process for the Multi-Unit Waste Diversion Program took place from June – August 2023. This process focused on understanding the current waste diversion in multi-unit buildings, any insights about challenges, and ideas for a seamless transition of further waste diversion in multi-unit buildings. The following report highlights the key feedback from engaged stakeholders, including building managers, rental agencies, and rental association representatives.

#### **Process and Participation**

From June to August of 2023, six interviews were conducted with stakeholders involved in the multi-unit sector in Leduc. These stakeholders included property managers, rental agencies, and rental association representatives. Each interview lasted approximately sixty minutes and provided:

- Opportunities to discuss the current state of waste diversion in their buildings.
- Any anticipated challenges with further changes.
- Ideas about how to best integrate further waste diversion into multi-unit buildings.

Several limitations resulted in a lower-than-anticipated participation in the process; however, that did not detract from the insights' quality. Stakeholder identification proved challenging, and the project team used a combination of online research and a snowball approach (existing interview participants suggesting other participants) to gather stakeholder contact information. Furthermore, due to the busyness of schedules and summer vacations, a series of interviews were either cancelled or unable to be scheduled. Finally, there were a large number of participants who were contacted and never responded despite follow-up communication.

Despite the relatively low number of interview participants, a saturation point in interview feedback was met, where similar themes were coming out repeatedly. Similar themes, ideas, opinions and implementation ideas were heard from participants, suggesting that we had conducted the appropriate number of interviews to gather the information needed.

#### **Engagement Questions**

The following questions were asked of all interview participants:

- 1. Please tell us about yourself and your roles and responsibilities.
- 2. What do you currently do regarding waste management in your buildings?
- 3. Are you happy with your current service provider/hauler for waste management? Why or why not?
- 4. Do you have recycling and/or organics diversion services? Why or why not?
- 5. Do you have any ideas about how organics and recycling can be best integrated into the building you manage?
- 6. Do you have any ideas about how the city could support you, your building, and your residents with implementing organics and recycling into buildings?
- 7. Thinking about implementation timelines, what sort of lead time would you and your residents need to implement change surrounding waste management in your buildings?
- 8. What resources from the city (signage, educational materials, How To Guides, etc) would you like to see?
- 9. Do you have any other concerns or suggestions we should be aware of as we develop recycling and organics diversion requirements in multi-unit buildings?

#### **Interview Feedback**

The following section highlights the consolidated feedback from interview participants, including the higher-level themes that presented themselves across participants and supporting ideas.

#### Question 1: Please tell us about yourself and your roles and responsibilities.

Information gathered from this question was used to build relationships and understand their current circumstances – it did not generate any significant insights useful for the project.

#### Question 2: What do you currently do regarding waste management in your buildings?

Participants observed a lack of uniformity in waste management practices across the buildings they oversee. Several key themes emerged from their observations:

- **Diverse Building Policies**: There were varying waste management policies specific to each building. Due to the absence of consistent bylaws or programs, discrepancies were evident in how waste diversion was carried out. Some participants mentioned waste disposal exclusively, while others reported including paper, cardboard, and even tin, glass, and plastics.
- **Private Hauler Management**: Waste removal was handled by different private haulers in distinct buildings, resulting in a range of services based on the offerings of these private haulers. It was highlighted that certain haulers managed both waste and recycling pickups, while others exclusively dealt with waste collection.
- **Building Infrastructure Impact**: Participants identified that the infrastructure of the buildings could be a problem if additional bins and different waste diversion streams are

introduced. This encompassed various scenarios, including buildings with garbage chutes, weekly cleared garbage collection areas, outdoor collection spaces, and facilities requiring connection to collection trucks. These inconsistencies prompted concerns about the seamless integration of expanded waste diversion methods within the buildings.

#### Question 3: Are you happy with your current service provider/hauler for waste management?

Generally, there was a favourable sentiment towards private haulers, with a predominant focus on cost containment. Many participants strongly desired to minimize expenses, underscored by respondents switching haulers due to escalating waste diversion costs rather than service quality. This raised concerns about the potential financial implications of heightened waste diversion efforts.

#### Question 4: Do you have recycling and/or organic diversion services? Why or why not?

As highlighted in *Question 2*, respondents acknowledged varying degrees of recycling services in their respective buildings. Nevertheless, none of the interviewed participants indicated the existence of organic waste diversion services within their buildings. When probed about the reasons behind the existing waste management levels, several themes emerged:

- **Resident Indifference**: A prevailing sentiment among residents is apathy towards organic waste diversion. This lack of interest has led to an absence of motivation from the residents/building managers to advocate for integrating such services into their buildings.
- **Historical Precedent**: Organic waste diversion has never been a part of the waste management framework within these buildings. Its absence is attributed to a historical lack of emphasis and priority, resulting in its omission from the buildings' waste management practices.

### **Question 5**: Do you have any ideas about how organics and recycling diversion can be implemented in the building you manage?

Despite encountering some skepticism, respondents shared their challenges and ideas regarding integrating effective organic and recycling waste management strategies within buildings. Some of these insights include:

- **Education Initiatives**: Respondents proposed the implementation of educational campaigns aimed at residents and building managers. These campaigns would provide easily digestible and accessible materials, enabling residents to comprehend better and adopt waste management practices. Focusing on the most common waste items would provide a more straightforward interpretation.
- **Enhanced Communication**: A suggested approach involves connecting waste management efforts to tangible impacts on Leduc/Alberta's environmental performance. Shifting the narrative from the negative consequences of neglecting waste diversion to the positive outcomes of participating in it could motivate residents to engage more actively.
- **Challenges with Older Adults**: Respondents acknowledged potential difficulties in implementing waste diversion in buildings with an older adult population. Many of these

residents may lack concern or understanding about waste diversion practices. Overcoming long-standing habits and preferences presents a substantial hurdle.

- **Provision of Adequate Bins**: Respondents proposed supplying kitchen catchers for each resident to encourage waste diversion without burdening residents financially. This cost-effective solution, facilitated by the City, would ensure that residents have the necessary tools for waste separation.
- **Resident Management and Cross-Contamination**: Building managers raised concerns about overseeing residents' waste diversion behaviour, particularly the cross-contamination issue. Enforcing fines or added costs related to improper waste disposal presents challenges, as managers cannot easily identify responsible parties. This concern emphasizes the need for clear guidelines and accountability mechanisms.

### **Question 6**: Do you have any ideas about how the city could support you, your building, and your residents with implementing organics and recycling into buildings?

Participants generated several ideas regarding how the city could best support proposed changes to waste management. While the central themes were centred around ease and affordability, other suggestions included:

- **Maintain Service Levels**: Participants emphasized the importance of not reducing service or altering pick-up schedules, especially in the initial years of implementing changes. The concern arose from overflow issues in multi-family building waste bins due to excess residential garbage. Any service reduction could exacerbate the overflow problem.
- **Continuous Education**: Recognizing that a portion of residents might require ongoing reminders and education, participants advocated for sustained educational campaigns. Extending the duration of education efforts beyond an initial blast would ensure that residents receive consistent reminders and information about waste management practices.
- **Hauler Offsets**: Collaborating with waste haulers to provide financial offsets for residential buildings was suggested as an incentive. These offsets would encourage property management companies to adopt changes with less financial burden.
- **Incentive Programs**: Creating incentives for property managers and owners was proposed as another approach. One idea was to offset additional waste diversion costs with reductions in property taxes. This would incentivize the adoption of improved waste management practices by alleviating the financial impact.

# **Question 7**: Thinking about implementation timelines, what sort of lead time would you and your residents need to implement change surrounding waste management in your buildings? Property managers expressed challenges in estimating the timeline required to implement such changes in waste management, noting that the specific details of the changes were crucial for accurate planning. They emphasized that a longer timeline would be advantageous, as it would allow ample time to collaborate with haulers and customize service offerings to meet the unique requirements of each building.

When considering the residents' perspective, property managers also emphasized the value of an extended timeline. They highlighted that more time would accommodate the varying adoption rates among residents. While some residents might swiftly embrace the changes, others would need longer to grasp the nuances of the new waste management practices and fully understand their roles.

In essence, property managers acknowledged that both their planning efforts and residents' understanding would benefit from an extended timeline, as it would enable tailored solutions for each building's needs and allow residents to adjust to the new waste management practices gradually.

### **Question 8**: What resources from the city (signage, educational materials, How To Guides, etc) would you like to see?

The interview participants highlighted the crucial need for comprehensive materials to aid residents in comprehending the required changes in waste management. Their ideas encompassed various approaches:

- Education Package: Creating a comprehensive education package for residents emerged as a primary suggestion. This package would feature materials designed to be straightforward, incorporating abundant visual aids for residents whose first language might not be English. The aim is to keep the instructions as simple and clear as possible, including details on waste management. Moreover, the package would emphasize the significance of waste diversion and underscore the potential impact of individual actions.
- Online Resources and Social Media: Developing an online reference database and establishing a prominent web presence was suggested. This database would serve as a resource for residents to access information in case physical copies of educational materials are lost. It would delve into more comprehensive explanations of waste separation, utilizing videos, images, and easily understandable content. Additionally, continuous reminders and updates via social media channels would ensure residents receive information from multiple sources.
- **In-Person Information Sessions**: For buildings with older adults or residents who primarily speak languages other than English, the idea of conducting in-person information sessions was proposed. This could involve one-on-one discussions through door-knocking or hosting group sessions. Such sessions would allow residents to ask questions and gain a clear understanding of waste management practices.
- **Signage Placement**: Placing informative signage in building lobbies and waste collection areas was recommended. These signs would serve as reminders for residents regarding proper waste management practices.
- **Continuous Training**: Considering the turnover rate in multi-unit buildings, participants suggested implementing ongoing education mechanisms. This could involve collaborating with property managers to ensure new tenants receive the necessary education materials. Alternatively, conducting yearly social media campaigns could help reinforce the waste management message.

### **Question 9:** Do you have any other concerns or suggestions we should be aware of as we develop recycling and organics diversion requirements in multi-unit buildings?

Respondents voiced several additional concerns that revolved around the need for clarity and addressing practical challenges. Their concerns encompassed various areas:

- **Desire for Clarity**: Respondents acknowledged the inevitability of the waste management changes and expressed a strong desire for program details to facilitate preparation. While they understood that some specific questions might remain unanswered, they emphasized the importance of clarity. Key questions included responsibility for monitoring waste separation, associated costs for residents and buildings, types and locations of provided bins, pickup schedules, and more.
- **Expense Considerations**: Given the already high cost of living, participants highlighted the necessity to keep expenses related to waste management changes down. They recognized that any added financial burdens could translate into increased rents or condo fees for residents. There was a call for incentives to alleviate costs for residents.
- **Space Constraints**: Concerns were raised about buildings with limited space for garbage collection. Space limitations could make integrating bins for different waste streams in these buildings challenging.
- **Engaging Apathetic Residents**: Participants expressed the difficulty of motivating residents who are apathetic towards waste diversion. Strategies to encourage compliance among residents who do not care about waste diversion were seen as crucial.
- **Odour and Pest Concerns**: Participants pointed out that some units already experience odour issues, and concentrating organic waste could potentially exacerbate smell problems, increasing pests and bugs within residential units.

#### **Next Steps**

The insights, suggestions, and concerns gathered from the interview participants serve as a valuable foundation for developing a comprehensive waste diversion program and bylaw tailored to multi-unit buildings in Leduc. These contributions highlight the various aspects that need careful consideration, including education strategies, communication efforts, logistical challenges, resident engagement, and financial implications.

The project team would like to thank all participants for their valuable time, insights, and feedback, which is an important gesture. Their input is vital in shaping a more sustainable and effective waste management approach for multi-unit buildings in Leduc. Their contributions will contribute to a better understanding of the community's needs and concerns, ultimately leading to a more successful and impactful waste diversion initiative.

#### **Appendix B: Summary of Bylaw Amendments**

#### **Amending Waste Bylaw Summary**

#### City of Leduc Bylaw No. 800-2012

The following sections provide a summary of the Proposed Wording for a Bylaw to Amend Bylaw 800-2012, the Waste Bylaw.

#### Definitions

- 1. Defined "Co-locate"
- 2. Defined "Diversion Plan" to mean a plan submitted by an Owner of a Multi-Unit Development, which plan provides information regarding the collection of organics and recyclables.
- 3. Defined "Dwelling" and "Dwelling unit"
- 4. Defined "Multi-Unit Residential Development"
- 5. Defined "Material Recovery Facility"
- 6. Defined "Organics Processing Facility" to include:
  - i. A facility that receives edible food donation;
  - ii. A facility that receives agricultural food donation;
  - iii. A composting facility;
  - iv. An aerobic digestion facility;
  - v. An anaerobic digestion facility; or
  - vi. Any other facility that reuses, repurposes or processes organics and is approved by the City Manager;
- 7. Defined "Residential Collection System"
- 8. Changed the definition of "Organics" to include the materials collected in the Green Cart
- 9. Changed the definition of "Recyclables" to align with the Land Use Bylaw and includes paper, cardboard, plastic containers, cartons, aluminum and steel containers
- 10. Changed the definition of "Residence" to align with the Land Use Bylaw, meaning any property with less than three dwelling units

#### **Multi-Unit Residential Development Refuse Collection**

- 1. One new section has been created to address recycling and organics diversion for multi-unit properties.
- 2. Owners of a multi-unit property must provide space and adequate containers for the source separation of recycling and organic materials.



sonnevera international corp.

- a. Containers must be co-located, meaning wherever there is a garbage container, there must also be recycling and organics containers.
- b. Containers must be secured with a lid.
- 3. Tenants of a multi-unit property must source separate their refuse into garbage, recyclable material, and organic materials and use the provided containers.
- 4. Owners of a multi-unit property must ensure that collected material is being properly managed. For example, recycling must be sent to a recycling facility and organics must be sent to, and processed, at an organics facility.
- 5. Owners of a multi-unit property have the option to self-haul recyclables to the Leduc Eco Station.
- 6. [Mandatory education] Owners of a multi-unit property must:
  - a. Ensure clear signage is posted on all refuse collection containers, indicating what type of refuse materials can be disposed in each collection container; and
  - b. On an annual basis or a new tenancy provide information to occupants detailing what materials can be collected and the proper method for preparing and sorting refuse material for collection.
- 7. Owners of a multi-unit property must submit a waste "Diversion Plan" providing information on the collection and storage of recycling and organics on their property. Owners need to submit an updated Plan whenever major program changes occur, such as a change in service provider or service frequency.
- 8. Wording was changed to clarify that in a mixed use (both multi-unit and commercial entities sharing a development) situation, the owner of the multi-unit property will supply containers and space for recyclables and organic material for the multi-unit residential occupants only.

#### **Implementation Timelines**

1. To allow for existing multi-unit properties to plan and implement the diversion requirements, the multi-unit section of the bylaw will not come into effect, and be enforceable, until 1 January 2026.

#### **Fines and Penalties**

- 1. Increased the existing fine for an offence for which a fine is not otherwise established in the fines section of the bylaw, from \$50 to \$100.
- Added in a fine associated with Multi-Unit Residential Diversion requirements of \$250 per offence.
- 3. Added in the ability to double fine amounts for subsequent offences.

#### Addition of Schedule A

1. Defines what materials are designated as organic material ("organics").

#### Appendix C: Programming Options

Education and Communication Programming	Description	Best Practice Examples	Diversion Potential (Low, Medium, High)	Implementation Priority	Considerations
Community-Based Social Marketing	Continue to build internal capacity in community-based social marketing and integrate these approaches into all waste reduction / diversion program designs and implementation. Incorporate CBSM to expand marketing efforts for existing programming to improve participation and address specific behaviour issues.	"Don't Mess with Texas" Metro Vancouver "Superhabit" Single-use Item Reduction campaign	Varies by program	High	This technique should be incorporated into any program that requires behaviour change and is assumed as an overarching approach within all elements.
Multi-Family Programming / Waste Diversion Assistance	<ul> <li>Develop programming and promotional materials specific to multi-family buildings.</li> <li>Includes: <ul> <li>Signage available for download on City website. Standardized branding, images, and colours</li> <li>Education examples (e.g., tenant packages, letters, etc.)</li> <li>Service provider information</li> <li>Bin sizing information for material streams</li> </ul> </li> </ul>	Barrie, Ontario Richmond, British Columbia City of North Vancouver, British Columbia	Medium	High	Multi-unit housing requires different approaches to waste reduction and diversion programming than the single-family segment. Involvement of building owners and managers is critical to success. Educational materials and information need to be provided to help assist various stakeholders.
In-Unit Collection Containers	Introduce individual collection containers for all multi-family units. Serves as a convenient way to carry material to diversion areas and is a continuous visual reminder. Similar programming option to single family kitchen catchers brings equity to the sector.	<image/>	Medium	High	With most multi-unit buildings having communal collection areas for waste and diversion, residents need a convenient way to separate and transport materials from their unit to the collection area. In unit containers also serve as a continuous reminder to residents of the programming options and divertible materials.



Education and Communication Programming	Description	Best Practice Examples	Diversion Potential (Low, Medium, High)	Implementation Priority	Considerations
Binfluencers/Ambassadors	Appoint "Binfluencers", or Ambassadors, in buildings to provide proactive education by taking ownership of the diversion programming. Volunteer Ambassadors receive training, educational materials, and promotional items from the City to distribute within their building.	Langley, British Columbia	Medium	Low	Having local residents serve as community Ambassadors can increase program participation more effectively than direct City messaging. Research shows people are more willing to participate in programs they know their neighbours or friends are supporting. This programming could potentially be resource intensive for the City to train and recruit Ambassadors from the multi-family sector. Considerations of keeping the program and training updated is also needed.
Building Competitions	Encourage competition between multi- unit buildings by implementing a challenge to reduce their waste through innovative programming. Participating buildings receive recognition from the City and winners receive programming. Buildings are incentivised to participate by the City through promotion and incentives.	Toronto, Ontario THE MAYOR'S TOWERING CHALLENGE	Medium	Low	Stimulating healthy competition between buildings can encourage participation by residents and property owners/managers. It also has the potential to encourage participants that need additional incentives or promotion. This programming does require City resources to administer and is more likely to be effective if promoted by a member of Council, such as the Mayor. Incentives need to be considered that will be effective at encouraging high participation (incentives should be monetary or considerable promotion).

Regulatory Programming	Description	Best Practice Examples	Diversion Potential (Low, Medium, High)	Implementation Priority	n Considerations
Mandatory Recycling & Organics	<ul> <li>Require mandatory diversion of recycling and organics materials at multifamily properties.</li> <li>Mandatory diversion is introduced and enforced typically through means of amendments to the waste and recycling bylaw (or similar). Bylaw requirements often include the following elements:</li> <li>Types of materials that need to be diverted and into which streams (recycling, organics, garbage)</li> <li>Types and colours of containers</li> <li>Signage and tenant education</li> <li>Collection service provider requirements</li> <li>Frequency of collection</li> </ul>	Calgary, Alberta (multi-family and commercial) Edmonton, Alberta (multi-family) Sacramento County, California (multi-family and commercial)	High	High	To support the bylaw, a strong education and outreach campaign should coincide with the program. Notification and education of the upcoming program requirements is needed in advance of implementation and enforcement. Consideration of a soft launch is important to give businesses and property owners ample lead time for program implementation. Approximately six months of introductory programming is recommended before enforcement of bylaw requirements. Bylaw requirements should be prescriptive enough to include mandatory education, signage, and bin colouring to provide guidance to the property owners and businesses, as well as service providers.
Waste Diversion Planning / Reporting	Requirement for waste management reporting from multi-family properties. Reporting would be submitted to City at regular intervals (e.g., yearly).	Arlington, Virginia (ReTRAC)	Medium	Medium	<ul> <li>Varying degrees of requirements can be considered:</li> <li>Reporting (weight or volume based)</li> <li>Education plans</li> <li>Materials diverted</li> <li>Haulers utilised</li> <li>Material processing location</li> <li>Could be incorporated as a necessary requirement to renew business licence.</li> </ul>

Appendix D: Multi-Unit Resident Brochure

### Multi-Unit Recycling and Organics PROGRAM

**Eco-smart Hotline:** (780) 980 - 7107 ecosmart@leduc.ca Leduc





Sorting your organics, recyclables and waste is easy and takes only minutes a day. When in doubt, don't guess!

#### **Multi-Unit Recycling and Organics Program**

The multi-unit recycling and organics diversion program is an important step in implementing the waste reduction strategies in the City's approved environmental plan.

The City of Leduc Environmental Plan identifies waste reduction as a key strategy to achieving a cleaner, healthier environment. The Plan sets a target to reduce the overall amount of waste generated in Leduc through a residential diversion rate of 65% (from the base of 16% in 2011).

Following the implementation of a curbside recycling and organics program, the City has achieved 51% landfill waste diversion in 2022. Now the City is focused on bringing advanced diversion programs to residents in multi-unit buildings by requiring:

- property managers and/or owners to provide recycling and organics diversion containers, and
- residents to participate in diversion programs.

The City is assisting with this new programming by providing each unit with an in-unit organics and recycling storage container.

#### Sorting your waste

It's important to sort your materials into the correct container. To determine the best option for collecting, recycling or disposing of household items:

- Read this brochure,
- check out the multi-unit diversion programming page on Leduc.ca, or
- call the Eco-smart Hotline at (780) 980-7107 or e-mail ecosmart@leduc.ca.

### **ORGANICS**

No plastic bags, including thin grocery produce bags, can be put into the organics container.

### RECYCLING

All recyclables must be clean and dry.

### GARBAGE

Plastic utensils +

Please put your garbage in a bag, and then put the bag in your building's container.

HAZARDOUS

Take your hazardous and e-waste to the Eco Station or the Regional Waste Management Facility.

#### Yes

- Meat and Fruits and ÷., ÷., seafood (inveaetables cluding bones+ Food-soiled and shells) paper Yard Dairy ÷.
  - trimmings



4

#### No

- Plastic х Glass х
- Metal х
- Diapers Х
- Plastic Bags Х



х

#### No

Х

х

Biodegrad-Х able or Х compostable Х Х rigid plastics

Food scraps
Trash

- Wood Stvrofoam
- Hot ashes **Batteries**
- Flectronics Х Paper towels Х
- **X** Hasardous
- waste X Yard trim
  - mings

2

#### No

- Recyclables X Х
- Electronics Х Medicine
- Х Х **Batteries**
- × Fluorescent
  - bulbs X Hot ashes
- X Motor oil



Yes

÷

4

÷

- Paint and ÷ solvents
- Televisions ÷
- **Microwaves**
- Cooking oil ÷ Motor oil ÷
- Household ÷ cleaners







These items do not belong in any container. Please bring them to the Eco Station for disposal.



#### **Leduc Eco Station** 6102 46 St. Leduc, AB

The Eco Station also accepts:

- Glass (recyclyed)
- Clothing and textile donations

Check out Leduc.ca for a complete list of waste materials.

#### Yes

Tin cans

and lids

Paper

÷.,

÷.

÷.,

÷ .

products

Breads

- **Rigid** plastic Non-glass + containers
- beveraae Cardboard containters\*
  - \*Beverage con-
- products

tainers refundable at bottle depot.

÷ Ciaarette butts Chip baas + 1

Yes

÷

Snack ÷ wrappers

Diapers Stvrofoam, in-4 cluding packing peanuts

Broken

dishware

Hazardous

Food scraps

Yard trim-

waste

mings

Х

Х

# YOUR ORGANICS

Organics - all food and yard waste, and many other items made from natural materials, including:

- Ashes (cooled)
- Branches 1 cm (3/8") diameter or less
- Coffee grounds/filters
- Dairy products & eggs
- Fruit & vegetables
- Garden waste
- Meat & bones
- Pet waste (in compostable bag)
- Sauces & spreads
- Shredded paper
- Soiled cardboard
- Soiled facial tissues

#### **Collecting organics around home**

1. Put food scraps and other organic material in your kitchen container.

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RGANICS

- Drain liquid from food waste before putting it in your kitchen container.
- You may be able to use a liner to help keep your kitchen container clean. Check with your property manager to learn the specifics of the program in your building.

- 2. Empty your kitchen container into your organics cart every day.
  - Rinse your kitchen container after you empty it.
- 3. Outdoors, it's best to grasscycle or mulch your grass clippings but grass and other yard waste can also be put into the organics container.

#### To bag or not to bag?

You can place your organics loose in the cart. Bagging or wrapping some items such as meat and fish in newspaper will help reduce odours. Pet waste must be bagged. Remember -only paper bags or selected see-through 100% compostable bags marked by the manufacturer with both the U.S. and Canadian compostable logos are approved for use.



### No plastic bags, including thin grocery produce bags, can be put into the organics container.

#### **Organics only, please!**

If non-organic material such as plastic bags or other waste is found in the organics container, all material in the bin is considered contaminated and will be landfilled.

The material in organics carts will be checked occasionally. As residents, it is our collective responsibility to ensure no contamination enters the organics stream. Residents found not sorting their organics properly may be fined by the City.

Check out Leduc.ca for a complete list of organic materials.

## YOUR RECYCLING

**Recyclables** – Plastic containers with the recycling logo (numbers 1 to 7), tin/ aluminum cans and plates, clean paper and cardboard.

- Tin cans
- Aluminum foil & pie plates
- Books
- Boxes (flattened)
- Cardboard egg cartons
- Envelopes
- Metal lids
- Milk cartons & jugs\*
- Paper
- Newspaper
- Plastic bottles, tubs & jugs with recycling logo
- Pop cans\*
- Take-out containers (no Styrofoam)
- Tetra-pak food/ drink containers\*

#### Preparing your recyclables

- Break down all boxes so they are flat.
- Cut up larger boxes to fit more efficiently in the bin.
- Rinse all plastic and tin materials.
- Remove lids from plastic containers, rinse and recycle both lid and container.
- Rinse metal lids from pickle jars, etc. and recycle them.
- Remove hard covers from books.

### The golden rule of recycling: All recyclables must be clean and dry.

Sort wet or dirty newspaper, paper or cardboard into your organics bin.

#### Keep out of all bins

### Household hazardous waste & electronic waste

 Take to the Eco Station or the Regional Waste Management Facility.

#### Hot ash

• Cool, then put in organics bin.

#### Old prescriptions

 Return to your pharmacy

 along with needles and other sharps. Sharp items are accepted in the garbage if they are in a safe container.



**Note:** items made from more than one type of material cannot be recycled and should be placed in the garbage.

\* Also refundable at the bottle depot

Check out Leduc.ca for a complete list of recyclable materials.

# YOUR GARBAGE

**Garbage** – any household items that aren't organic or can't be recycled.

- Bubble wrap
- Cigarette butts
- Diapers
- Broken dishes/pots
- Garden hose
- Gift wrap (plastic)
- Light bulbs (standard)
- Mirrors
- Needles (in safe container)
- Pet waste (in plastic bags)
- Plastic bags
- Styrofoam



Leduc

SORT SMART



#### Managing your extra waste

With organics sorted into the organics cart, most families will generate much less garbage than before. However, if you have excess or bulky garbage items you can:

- Take extra waste to the Eco Station with the first bag free and additional bags \$2 each.
- Take extra waste to the Leduc and District Regional Waste Management Facility at no charge.

### **Bag your garbage:** Please put your garbage in a bag, and then put the bag in your building's container.



Check out Leduc.ca for a complete list of waste materials.

### YOUR HOUSEHOLD HAZARDOUS WASTE AND E-WASTE

Proper disposal of household hazardous waste and electronic waste (e-waste) is good for our environment. Many of these materials can be recycled into new and useful products. Others are disposed of safely, keeping chemicals and other toxic materials out of the Leduc & District Regional Waste Management Facility.

Take your hazardous and e-waste to the Eco Station or the Leduc & District Regional Waste Management Facility for proper disposal.

#### E-Waste

- Cables
- Camcorders
- Cell phones
- Computer mice
- Computers
- Digital cameras
- Fax machines
- Keyboards
- Laptops
- Monitors
- MP3 players/iPods

- Notebooks (portable computers)
- Phones
- Printers
- Radios
- Servers
- Speakers
- Stereos
- TVs



- Abrasive cleansers
- Aerosol paints and sprays
- Antifreeze
- Barbecue starters
- Butane refills
- Drain cleaners
- Fluorescent and LED bulbs
- Gasoline
- Glues
- Hair colouring
- Insecticides
- Liquid cleaners
- Nail polish

- Oven cleaners
- Paint
- Paint thinners
- Rechargeable batteries
- Rug cleaners
- Solvents, turpentine, varnish
- Spot removers
- Toilet cleaners
- Used vehicle oil
- Vehicle batteries
- Waxes and polishes
- Weed killers

Check out Leduc.ca for a complete list of household hazardous waste and armaepilot.com for a complete list of e-waste.

### WASTE AND RECYCLING FACILITIES

#### **Eco Station**

6102 - 46 Street, Leduc

#### HOURS:

Mon. & Tues.: 8 a.m. - 5 p.m.

Wed. & Thurs.: 9 a.m. - 6 p.m.

Fri. & Sat.: 8 a.m. – 5 p.m.

Sunday: closed

MATERIALS ACCEPTED:

- Recyclables
- Extra bags of waste
- Household
   hazardous waste
- Electronic waste
- Organics

#### FEES:

- First waste bag free.
- Additional waste bags \$2/bag.

#### Yard Waste Transfer Station

3719 - 48 Avenue, Leduc

#### HOURS: Drop-off available 24/7

MATERIALS ACCEPTED:

- Grass clippings
- Tree branches shorter than 5 feet
- Leaves
- Garden waste
   FEES:
   No fee.



#### Leduc & District Regional Waste Management Facility

Leduc County, 1.6 kilometres east of the City of Leduc along Rolly View Rd. and 0.8 km north on Rural Rd. 244

HOURS:

Summer (May 1 - Sept. 15)

Mon., Tues., Thurs., Fri., Sat.: 9 a.m. – 5 p.m.

Wednesday 9 a.m. - 9 p.m.

Winter (Sept. 16 - April 30)

Monday to Saturday: 9 a.m. – 5 p.m.

#### Closed Sunday year round.

MATERIALS ACCEPTED:

- All household waste
- Blue bag recyclables
- Household hazardous waste
- E-waste

FEES:

- No charge in most cases for household waste.
- No charge for household waste bags.
- \$25 fee for appliances with freon.

#### Leduc Bottle Depot

6117 - 46A Street

**HOURS:** Monday to Saturday: 9 a.m. – 6 p.m.

MATERIALS ACCEPTED: All drink containers (plastic, glass & tetrapaks)

FEES: No fee.

Refunds available on eligible beverage containers.

- Containers <1L 10 cents
- Containers >1L 25 cents

#### **Special services:**

Large item pickup -One week in Spring

Christmas tree pickup -January

Eco-smart Hotline: (780) 980 - 7107 ecosmart@leduc.ca



Eco-smart Hotline: (780) 980 - 7107 ecosmart@leduc.ca Leduc

Appendix E: Property Managers Owners Toolkit

# MULTI-UNIT DIVERSION PROGRAMMING TOOLKIT for Property Managers and Owners





# TOOLS & RESOURCES

Multi-unit property responsibilities	3
Tips for hiring a collection company	4
Sizing your bins	7
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# MULTI-UNIT PROPERTY RESPONSIBILITIES

This toolkit is meant to assist property owners and managers of multi-unit buildings with the introduction of waste diversion. Making sure your residents understand how to use your program is key to its success and will help prevent contamination issues.

According to *Leduc's Waste Bylaw* multi-unit property owners have responsibilities when it comes to ensuring their residents have access to diversion programming. These responsibilities include:

- Providing diversion programming, inclusive of recycling and organics collection
   Adequate containers and signage must be provided
- Co-locating recycling and organics bins with garbage containers
- Collection of recycling and organics:
  - Recycling: Rigid plastic containers, aluminum and tin cans, paper products, flattened cardboard and non-glass beverage containers
  - Organics: All food and yard waste, shredded paper and many items made from natural materials
- Ensuring recycling and organics are sent to a proper material processing facility after collection
- Ensuring garbage and diversion containers are in an enclosed space and/or have lids that close
- Submitting a yearly "Diversion Plan" to the City of Leduc

The onus of participating in the programs falls into the hands of your tenants. Each resident will be provided with education materials to properly sort and separate their materials into the proper containers.

Properties still maintain the flexibility to work with a waste management service provider (hauler) of their choice.

The following resources and tools will help you set up an efficient and effective diversion system in your building. You can also visit <u>Leduc.ca/multi-unit</u> to access these tools and download resources.



# TIPS FOR HIRING A COLLECTION COMPANY

#### **Getting Started**

Multi-unit properties are free to hire the garbage, recycling and organics collection company of their choice and negotiate costs directly with them. Costs will vary between collection companies depending on the layout of your complex and the type of service you require.

- Talk to your existing collection company to find out if they offer the services you are looking for and aim for at least three quotes to compare service level and pricing
- > You can also check out the "Finding the Right Hauler for You" document

Collection companies can be good resources for setting up your recycling and organics diversion program. Here are some key questions to consider when talking to a prospective collection company:

#### **About the Contract**

- Do you have a standard contract? May I see a sample?
- Will you help determine if there are the right number and sizes of recycling and organics containers?
- Will you adjust the sizes or number of containers if needed? Are there costs associated with these changes?
- What will the service cost?
  - Are there any extra fees I should know about?
  - If your rates change during the contract, what is the process for notifying your customers?
- What is the typical duration of your contracts?
- Is there an automatic renewal clause in your contract?
- If I am unsatisfied with the service can I leave the contract? Are there penalties for doing so?
- How will I be invoiced?
  - Is the invoice itemized so that I can see what is being paid for?

#### **About the Collection Services**

- What type of containers are available? What sizes are available?
- What kind of storage options do you service? Are you able to be flexible about storage locations and container types?
  - Note you should invite the potential service provider to see available space at your building and talk about storage solutions
- How will material be picked up?
- How often will you collect? Do you have minimum collection frequencies?

#### **For Organics**

- Do you collect organics (as per the <u>City of Leduc's curbside organics</u> <u>program</u>) or are there any restrictions we should be aware of?
- Do you require bin liners or compostable bags?
- Where do you take organics for processing?
- Do you offer a bin cleaning service or regularly switch bins out?

#### **For Recyclables**

- Do you collect recycling comingled, or do you require separation by material type?
- Do you accept the same <u>blue bag materials as the City of Leduc</u> (as per the City of Leduc program)?
- Is there any special preparation required (e.g., recycling loose in dumpsters, blue bags, flattened cardboard)?
- Where do you take the recyclables for processing?

#### **About Additional Services**

Can you provide monthly reporting on amount of organics and recyclables diverted from our property?



#### When Making Your Hiring Decision

- Compare apples to apples make sure you are comparing similar collection container sizes, frequency of collection, educational/communication support and terms and conditions
- Negotiate terms that you aren't comfortable with
- Ask a lot of questions
- Make sure you fully understand the terms of your contract before signing

#### **Once You Have a Contract:**

- Stay in frequent contact with your service provider and seek out multiple quotes every time your contract comes up for renewal
- Compare the service you receive to what is shown on the invoice to make sure it is accurate
- Adjust your bin size and collection frequency if needed so that you are only paying for the service your property requires

#### Ask for Feedback from Your Collection Company

Your collection company may be able to provide feedback on your waste diversion program such as tonnes composted and recycled, comments on contamination, damage to bins and reasons for missed collection. This type of information will help with reporting your "Diversion Plan" to the City.

#### **Common Contract Language**

Fuel Surcharge	Built-in clause to manage the varying cost of fuel
Environmental Fees	Costs related to environmental compliance, including during collection, transfer, landfill, and recycling. These fees should be discussed with your service provider to understand the reasoning behind them and if the fees are negotiable.
Administration Fees	Costs related to administration of the contract and services (e.g., invoicing, scheduling, printing, etc.)
Bin Delivery Fee	Cost to set-up new service
Right of First Refusal	A requirement to offer the company subsequent work before it is offered to a third party. Various conditions may apply.
Special Fees	Special fees for changing container sizes, extra collections, roll out fees, locking fees, cleaning containers, contamination etc.
Evergreen Clause	Automatic contract renewal statement

# **SIZING YOUR BINS**

Monitoring the fullness of your building's garbage, recycling and organics bins just before pick-up is part of a practice called "right sizing." You can ensure your building is not overpaying for waste collection service by gauging whether you have the right number of bins, size of bins and frequency of pick-up, suitable for your needs. Collection companies offer many different bin sizes and collection frequencies to adjust to your building's needs.

Here are a few simple steps to help you determine if your bins are the right size and collected at an adequate frequency:

**Step 1:** Find out which day(s) and how often each bin is collected (e.g. once per week, twice per week, monthly).

**Step 2:** Schedule a time to check on the bins as close to the pick-up time as possible. For example, if your bin is collected every Tuesday morning, take a look in the bin at end of day Monday.

**Step 3:** For approximately one month, keep track of the fullness of the bin before each time it is emptied. If your bin only gets collected once per month, keep track of the bin for at least two or three months before making any decisions.

**Step 4:** Consider all the material going into the waste bins. Make sure your building is properly sorting so that each bin contains only the type of material it is intended for. For example, if your garbage bin contains a lot of recyclable or organic material, it is possible that you don't have sufficient recycling or organics service.

Step 5: Analyze the data you have collected and consider the following:

- Is the bin usually 100% full (or nearly full) when emptied by the collection company? If so, then you have the right size of bin and collection frequency for that material.
- Is the bin less than 75% full on average? In this case, it may be possible to adjust either the size of your bin or arrange to have it picked up less often. Call your collection company to discuss options.
- Is the bin overfilled? If you cannot close the lid and/or you have extra material piled beside the bin or inside your building, you may need to increase your collection frequency, the size, or number of bins. Call your collection company to discuss options.

**Step 6:** Complete this process regularly – a good benchmark is every year or two. Keep in mind seasonality may affect the amount of garbage, recycling and organics your building produces throughout the year.

For more information or assistance with analyzing your data contact <u>ecosmart@leduc.ca</u>

# WHERE TO STORE YOUR WASTE BINS

Finding the right place to store your waste containers requires an understanding of what materials you are diverting, what bin size you need, and finding a location that is convenient for both residents and your collection service provider.

#### Make your waste storage area easy for residents to use

- Place containers in convenient areas for your residents. Organics and recycling bins need to be as convenient and co-located with garbage bins. Work with your collection company to try to find an area that is close to common areas where residents frequently travel.
- Ensure the area is well lit and tidy
- With recycling and organics in place you should be able to consider switching to a smaller garbage container to free up more space. Work with your service provider/hauler to determine the best option and collection schedule.
- Make sure each bin is clearly labeled with a list of acceptable materials, including clear descriptions with pictures as well as words. Signage should be visible and readable on container lids or at eye level on the container, or on the wall behind the container. Signage is available at Leduc.ca/multi-unit



#### **User Accessibility**

- Consider placing containers inside or near the building for residents with limited mobility to make it easier to access
- Consider containers of a height that can be used by all residents and lids that can be easily lifted

#### **Development Permits**

Most buildings should be able to find storage solutions that don't require renovations or permits. Ideally you can adapt the way garbage is stored within the existing storage areas since overall garbage generation will decrease. For example, if you have two receptacles for garbage you can replace one with a recycling bin and/or organics bin instead, or adjust the sizes of the bins.

#### **Fire Code**

When deciding where and how to set-up your recycling area, there are a few fire code considerations you should follow:

#### Indoors:

- Bins should not block hallways, stairwells, doorways or any area needed for a safe exit route from the building
- Material should not accumulate to the point where it creates a fire hazard. This should not be an issue as long as there is regular collection
- Service rooms (furnace maintenance, sprinkler control, utility rooms) cannot be used to store any type of waste

#### **Outdoors:**

- Outdoor storage receptacles such as dumpsters should be located so that they do not create an undue fire hazard to surrounding buildings. For example:
  - Place your bins in a secure area
  - Do not position bins under eaves, carports or building overhangs
  - Schedule regular pick up and/or call for immediate pick up if the bin is full

#### Accessibility for collectors

Collection companies can be good resources for recommending the best areas to set up your diversion program. If possible, you should invite the potential service provider to view the space at your building and talk about storage solutions.

#### **Reduce illegal dumping**

To reduce the likelihood of illegal dumping, consider:

- Storing your containers inside or in an enclosure
- Locking containers stored outside between collections
- Storing containers in well lit areas
- Talking to your service provider about additional options specific to your building

#### Preventing odours and pests in your organics containers

If you are concerned with odours and pests here are a few tips that can help:

- Use a sturdy food and yard waste container with a lid that keeps pests out
- Keep the lids closed. Put up a sign near the bin reminding users to close lid after use
- If using carts, consider whether you want to allow certified compostable plastic bags. Talk to your service provider about liner options they offer or require
- Sprinkle a small amount of baking soda in your organics container to minimize odour
- Ensure residents that choose to use bags, use certified compostable or paper bags

#### Cleaning your food and yard waste containers

- > When rinsing your containers, pour dirty water onto grass or gravel, not down the storm drain
- Some service providers will clean your food and yard waste containers or swap out containers on collection days

# BIN **SIGNAGE**

SORT SMARTer

Paper & cardboard

Beverage containers are refundable at the bottle depot

NO paint,

chemicals, aerosols or pressurized tanks. Take to

the Eco Station

PARTNERING with natures

RECYCLABLES

**Non-Glass Beverage Containers** 

**Rigid Plastic Containers** 

Keep these items out of the recycling bin:

NO single-use plastics

Eco-smart Hotline: 780.980.7107

Access downloadable and printable signage at: Leduc.ca/multi-unit



MULTI-UNIT DIVERSION PROGRAMMING TOOLKIT FOR PROPERTY MANAGERS AND OWNERS | CITY OF LEDUC

# TENANT MOVE IN LETTER

#### Dear Residents,

Welcome to our community! We have onsite bins for recycling and organics (food and paper) and we need your help to keep valuable material out of landfills. When you sort your garbage properly, you help make sure recyclables are turned into new products and food scraps are turned into nutrient-rich compost. Here is some info to get you started.

Each bin has a corresponding sign to let you know what materials belong where. Please sort your waste according to the directions on the sign. When materials are placed in the wrong bins, our property may be charged additional fees (ultimately passed on to residents) or the bins may not be picked up.

**Recycling Bin** – the bin that says "Recycling" is located *{insert location}*. All recyclable materials must be empty, clean, and dry.

#### Acceptable items:

- Paper & cardboard
- Tin cans & lids
- Rigid plastic containers
- Non-glass beverage containers
- Newspaper and magazines

**Organics (Food and Paper) Bin** – the bin that says "Organics" is located *{insert location}*. Remove food from its **packaging** before putting it in the bin. No packaging or plastic bags should be placed in these bins.

#### Acceptable items:

All food scraps

- Food soiled paper like paper plates and pizza boxes
- Yard waste and plant materials
- Paper towels and tissues

Garbage Bin - the bin that says "Garbage" is located {insert location}.

#### Acceptable items:

- Mixed packaging & foil
- Styrofoam packaging and meat trays
- Styrofoam packaging
   Diapers and wipes
- Non-recyclable (single-use) plastics
   Glass & ceramics

For items like large bulky furniture, electronic waste, household hazardous waste and textiles, please reference the acceptable items at the City of Leduc Eco Station <u>https://www.leduc.ca/ecostation</u> and/or the Leduc and District Regional Landfill <u>https://leducregionallandfill.ca/</u>

A sorting guide is included to help you with separating your waste. Ask [your property manager] if you're unsure about the recycling and organics program in our building. Please contact [contact name, number or email].

Thank you for doing your part to ensure our recycling and food scrap programs are a success,

[NAME]

# TENANT MOVE OUT CHECKLIST

#### "Managing your waste when moving"

Moving out can generate more waste than usual. Help make your move smoother and keep our complex clean by correctly disposing of unwanted items that you won't be moving to your new home.

- Ask local stores or check online marketplaces for leftover boxes for packing
- Consider wrapping breakable items in clothing or linens to prevent packaging waste at your new home
- Any food that cannot be given away or taken to your new home must be separated from its container before disposing in the organics (food scraps) bin. Please consider donating or giving away edible excess food
- Products with a hazardous symbol such as paint, household chemicals, auto fluids, etc. do NOT belong in our bins. Take household hazardous waste to the City of Leduc Eco Station <a href="https://www.leduc.ca/ecostation">https://www.leduc.ca/ecostation</a>
- ✓ Do NOT leave large, bulky materials (mattresses, barbecues, chairs, etc.) in the waste management area. Consider donating useable items to charity/thrift stores post online for sale or free giveaway, or take to the Leduc and District Regional Landfill. For more information visit <u>https://leducregionallandfill.ca/</u>
- Donate usable clothing, shoes or fabrics to a local charity or thrift store. Clothing can also be dropped off at the City of Leduc Eco Station. For local thrift store options, see Discover Leduc Region's website at: <a href="https://discoverleduc.ca/shopping/local-thrift-shopping/">https://discoverleduc.ca/shopping/local-thrift-shopping/</a>

### Thank you for doing your part to reduce waste generated in our building.



# YOUR DIVERSION PLAN

As indicated in the Waste Bylaw, each multi-unit property must submit a "Diversion Plan". The City has a Diversion Plan template that requests the following information:

- Name of property
- Address of property
- Number of units
- Waste streams being collected and frequency of collection
- Photo of collection system (containers with signage)
- ► Name of service provider

Diversion Plans must be updated whenever a significant change to the property or diversion services occurs. This includes building renovations that affect areas containing waste diversion containers. If no changes have occurred since the previous years' submission, the property manager/owner needs to validate the current Plan is accurate and can be resubmitted to the City.

Management firms representing multiple properties with the same service provider (hauler) may submit a single Diversion Plan. However, the address and current contact information for EACH property must be provided, along with photos of diversion containers.

# **OTHER RESOURCES**

Additional poster images:

Pet Waste: "Put pet waste in a compostable bag, tie closed and place in compost bin"

Is there a poster topic missing that you would like to have? We are open to suggestions on new posters or resources that you would consider helpful to making your waste program successful.





MULTI-UNIT DIVERSION PROGRAMMING TOOLKIT FOR PROPERTY MANAGERS AND OWNERS | CITY OF LEDUC

# Put pet waste in a compostable bag, tie closed and place in compost bin

