

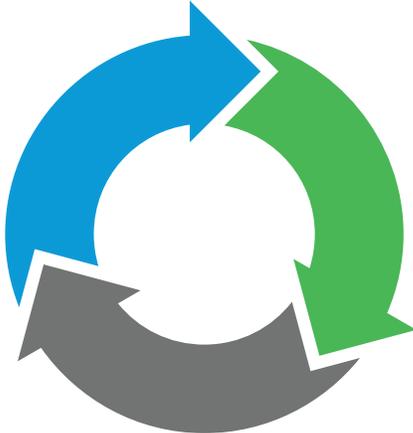
MULTI-UNIT DIVERSION PROGRAMMING TOOLKIT

**for Property
Managers and
Owners**



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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 Leduc.ca/multi-unit 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 [City of Leduc's curbside organics program](#)) 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 [blue bag materials as the City of Leduc](#) (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 ecosmart@leduc.ca

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

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

Sort Smarter WASTE

Acceptable Items

YES, all items should be bagged before placing in our waste bin.

Styrofoam packaging



Glass & ceramics

Clean clear glass can be taken to the Eco Station. Broken glass should be bagged.



Mixed packaging & foil



Disposable diapers & wipes



Non-recyclable (single-use) plastics



Plastic lids under 2"

Keep these items out of the waste bin, take them to the Eco Station:



NO paint, chemicals, aerosols or pressurized tanks

NO electronics

Sort Smarter RECYCLABLES

Acceptable Items

YES, put these items in our recycling bin. Everything should be clean, dry and empty.

Paper & cardboard



Non-Glass Beverage Containers



Beverage containers are refundable at the bottle depot.

Tin Cans & Lids



Rigid Plastic Containers



RINSE All containers

Keep these items out of the recycling bin:

NO paint, chemicals, aerosols or pressurized tanks. Take to the Eco Station



NO single-use plastics

Sort Smarter ORGANICS

Acceptable Items

YES, put these items in our food and yard waste bin. Take food out of packaging.

All food scraps (raw & cooked)



Food soiled paper products



Yard waste & plant materials

Leaves, twigs, branches, plants & weeds



Pet waste*

*Bagged in compostable bags only



Paper products

Shredded paper & cardboard



COMPOSTABLE or PAPER BAGS ONLY:



COMPOSTABLE INDUSTRIAL FACILITIES BPI

NEVER put plastic bags or garbage in the organics.

Sort Smarter so these organics can be turned into valuable compost!

PARTNERING with nature

Eco-smart Hotline: 780.980.7107



PARTNERING with nature

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

Garbage Bin – the bin that says “Garbage” is located *{insert location}*.

Acceptable items:

- ▶ Mixed packaging & foil
- ▶ Styrofoam packaging
- ▶ Diapers and wipes
- ▶ Styrofoam packaging and meat trays
- ▶ 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 <https://www.leduc.ca/ecostation> and/or the Leduc and District Regional Landfill <https://leducregionallandfill.ca/>

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 <https://www.leduc.ca/ecostation>
- 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 <https://leduregionallandfill.ca/>
- 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: <https://discoverleduc.ca/shopping/local-thrift-shopping/>

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.

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



Sort Smarter RECYCLING Tools & Services

A-Z Sort Smart Database online at Leduc.ca

recycle coach
FREE sorting and calendar app available from the Apple App Store or Google Play.

ECO STATION
6102 46 Street, Leduc 780.980.7107 ecosmart@leduc.ca
Paint, batteries, aerosol cans, used vehicle oil, scrap metal recycling, propane tanks, clothing and textile donations, fluorescent bulbs and tubes, tires, electronic waste, household hazardous waste and clean, clear glass.

Leduc & District Waste Management Facility
49444 Range Road 244, Leduc County 780.612.8500
Large items, mattresses, construction/renovation materials, household waste and appliances – including fridges/freezers.
A resident card is required to dispose of waste at the Waste Management Facility.
Sign up at <https://leducregionallandfill.ca/cards>

PARTNERING with **nature**

Eco-smart Hotline: 780.980.7107



Sort Smarter How to set out your waste

✓ DO

- Place appropriate materials in bins and follow guidelines on garbage, recycling and organics
- Break down cardboard and put in recycling
- Separate food from packaging before putting food scraps in the organics
- Make sure the bin lid is able to close

✗ DON'T

- Do not over-fill bins
- Never put plastic bags or garbage in the organics
- No household hazardous waste (this can safely be disposed of at the Eco Station)
- No large furniture or bulky items. They can be taken to the Leduc & District Waste Management Facility for disposal.
- Do not park vehicles or block bins for collectors

PARTNERING with **nature**

Eco-smart Hotline: 780.980.7107



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

Compostable bags

Look for this logo:



Acceptable pet waste includes:

- Dog waste
- Kitty litter (all kinds)
- Animal bedding from pet cages

Poster provided by

CITY OF
Leduc