

Multi-family Recycling Guide

for Building Owners and Managers



Overview

Multi-family recycling is coming to Calgary!

The Waste & Recycling Bylaw requires multi-family complexes to provide on-site recycling for residents by February 1, 2016.

The bylaw amendment means you will be required to:

- Provide on-site storage for recyclables.
- Have enough storage to hold all of your complex's recyclables.
- Accept at least the same materials that can go in blue carts.
- Arrange for the material to be collected for recycling.

During extensive stakeholder engagement, you told us that flexibility and choice were important. That's why each building or complex's owner or manager will be able to decide how and where to store recyclables and who will collect them.

Waste & Recycling Services will not collect multi-family recyclables (with a very limited exception for some multi-family complexes that receive black cart garbage collection. See page 6 for details). Instead, building owners and managers can either hire a private recycler, or make arrangements to collect the recyclables themselves.

What is multi-family housing?

Waste & Recycling Services defines multi-family housing as any complex with five or more residential units on a single parcel of land. This can include apartments, townhouses, mobile home parks, housing co-operatives, and developments serviced by private roads.

The bylaw applies to all multi-family complexes.

Flexibility and choice

All multi-family complexes are different, and there is no "one-size-fits-all" solution. The bylaw is deliberately written to give you choice and flexibility about how the recyclables are stored and collected. You will be able to choose:

- How your recycling will be collected, either by
 - » Hiring a private recycler, or
 - » Coordinating collection with your residents and taking your complex's material to a Community Recycling Depot or directly to a recycling facility yourself (suitable for smaller complexes).
- Where and how your recycling is stored.
- How often your recycling is collected.

What do I need to do?


When you set up your program, there are three things to keep in mind:

1. Who will collect your recyclables.
2. What materials you accept.
3. Where and how to store your recyclables.

This guide has details about what you will need to do to become bylaw compliant. You can also visit calgary.ca/multifamilyrecycling to sign up for email updates, access free templates and learn about educational resources.

1. Who – Decide who will provide recycling service

There are many private recyclers that service multi-family buildings. Many will also give you support to find adequate storage opportunities and communicate with your residents.

 *Recycling can significantly reduce garbage from multi-family homes.*



Hiring a private recycler

You can hire a private recycler the same way you hire a private garbage hauler, landscaper or any other service provider. You have the flexibility to find a company that can best serve your complex's needs, and the freedom to manage the contract as you see fit.

Costs will vary between private recyclers, the kind of service they offer and multi-family building types. Consider getting quotes like you would for other services.

See page 5 for tips on hiring a private recycler.

Hauling your own recycling

You also have the option to take your complex's recyclables directly to a private recycling facility or a Community Recycling Depot yourself. This solution still needs to be coordinated with the residents of the complex as it is the building owner's responsibility to ensure material collected is taken for recycling. This solution is best suited for smaller complexes.

If you decide to use a Community Recycling Depot, make sure you follow some basic rules:




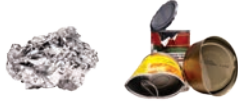








- The bins only accept materials that are required under the multi-family recycling rules. (See page 3).
- Material must be loose (except: shredded paper, which should be in tied, clear bags and; plastic bags, which should be bunched together).
- Only place material in the bin deposit slots.
- Do not tamper with or damage the bins in any way.
- Do not leave material outside of the bins.

Note that after January 1, 2015, commercial haulers are prohibited from using CRDs. The bylaw states:

“commercial hauler” means a person engaged in the business of collecting waste and recyclable materials from premises for transport to a disposal site or material recovery facility.

2. What – Make sure you accept the right material

Your program must accept at least the same material as blue carts. This means:

| | | | |
|---|---|--|---|
| Newspaper |  | Glass jars and bottles |  |
| Catalogues and magazines |  | Food cans and foil |  |
| Mixed paper (like flyers, envelopes and office paper) |  | Refundable beverage containers |  |
| Shredded paper |  | Plastic containers with the recycling symbols 1-7, except polystyrene foam |  |
| Telephone books |  | Plastic bags |  |
| Boxboard and corrugated cardboard |  | Juice and soup boxes (such as Tetra Paks™) |  |

Whether to separate or mix your material and how it should be prepared will be up to you and your private recycler.

Some private recyclers may accept other recyclable materials, but this is optional.

3. Where – Decide where to store your recyclables

You will need to find an on-site location to store your complex's recyclables. The more convenient the location is, the more likely it is that your residents will use it. The bylaw is intended to make sure that recycling is easy and accessible for multi-family residents. If your containers are kept in good condition and there are enough that they are not overflowing between collection days, you have adequate containers for your complex.

Because there is such a wide range of building layouts, what this space looks like will vary a lot from complex to complex. Here are just a few ideas that may work for you:

- If you have more than one garbage container now, consider switching out one or more for recycling containers.
- If you have one garbage container but a little extra space in your garbage area, you may be able to set up some smaller bins to collect recyclables.
- Recycling storage doesn't have to be all in one place. It is okay to have several smaller storage areas, such as on each floor of the building, in each building in the complex, or even in each unit.
- If two neighbouring buildings agree to work together, one could use their garbage enclosure for recyclables and the other for waste. All residents would need to be able to easily access both areas.

Private recyclers should be able to help you find a storage solution.

Development permits

Most complexes should be able to find storage solutions that don't require remodelling or permits, such as changing the way the garbage is stored within existing waste storage areas.

The complex will, however, require a new or revised Development Permit if any changes are required to the building, landscaping or parking. If you have any questions, contact 311.

Fire code

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

Indoors

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

Outdoors

- Outdoor storage receptacles, such as dumpsters, should be located so that they do not create an undue fire hazard to surrounding buildings.
- Measures must be taken to ensure that buildings are protected from fires in outdoor receptacles. 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.

If you have questions about whether your recycling plans adhere to the Alberta Fire Code, contact 311 and ask for a general Fire inquiry.

Safety and traffic flow

Your recycling storage should not pose a safety hazard to users or impede the flow of traffic in or around your parking area.

➤ Access to garbage container

Ensure that your recycling containers do not interfere with access to or collection of your garbage container. The garbage collector should not have to move recycling containers out of the way to reach your garbage or vice versa, and there must be enough space for the garbage to be collected safely. This will make collection more efficient.

➤ Talk to a recycler

Private recyclers can be good resources for recycling recommendations and setting up your program. Green Calgary maintains a list of local recyclers, which you can find at greencalgary.org or by calling 403-230-1443. If you are planning to do your own recycling and have questions, contact 311.

Tips – Hiring a private recycler

Under the Waste & Recycling Bylaw, all multi-family complexes are required to have on-site recycling for residents by February 1, 2016. The City will not collect multi-family recyclables (with a very limited exception for some multi-family complexes that receive black cart garbage collection. See page 6 for details). Instead, building owners and managers will either have to make arrangements to collect the recyclables themselves, or hire a private company to do it.

Green Calgary maintains a directory of private recyclers that service multi-family complexes at greencalgary.org.

Here are some questions to consider when talking to a prospective recycler.

➤ Questions to ask

- What kinds of buildings do you service?
- What kind of recycling storage options do you offer? Are you able to be flexible about storage locations and container types?
 - » Note, you should invite the potential service provider to see what space is available at your building and talk about storage solutions.
- Do you provide recycling containers?
- Where do you take your recyclable material after you pick it up?
- Do you collect all of the materials that the bylaw requires?
- Do you need us to sort our own material, or can it be mixed?
- How must the material be prepared?
- How will the material be picked up?
- How often will you collect?
- Will you provide signs, flyers or other support to help my residents learn how to use the service?
 - » Note, most private recyclers will do this. If not, you can find templates and other resources to help at calgary.ca/multifamilyrecycling.
- Will you provide a contract?
- How will I be invoiced?
- What will the service cost?
- Will you help us determine if we have the right number of recycling containers and give an opportunity to adjust if needed?
- Do you collect other items like electronics or organics (food scraps and yard waste)?
 - » Note, these are not required, but the service may be available if you are interested.

Other topics

➤ Can we get recycling service from The City?

In most cases, no. The multi-family recycling program is primarily a private sector solution designed to offer flexibility and choice. The City will not be providing any front end loader bins for multi-family recycling.

However, blue cart recycling service may be provided to multi-family complexes that receive City of Calgary black cart garbage collection, if they meet certain serviceability criteria. If you own or manage a complex with City of Calgary black cart garbage collection and you are interested in getting blue carts too, contact 311 to see if your complex is eligible. You still have a choice to get service from a private recycler or to take the material yourself.

➤ *Ninety-three per cent of multi-family residents are in favour of a city-wide recycling program.*



➤ Will The City still collect my garbage?

Yes. If you currently receive garbage collection from The City of Calgary – either in black carts or a front end loader bin – your service will not change.

➤ How do I get my residents to use recycling?

Research that helped to develop this strategy found that 93 per cent of multi-family residents were in favour of a city-wide recycling program. This indicates a lot of enthusiasm.

You can encourage your residents to use your recycling program by:

- Providing a convenient, clean and organized area for recycling collection, and
- Continually educating residents about recycling, including information when new residents move in and regular reminders.

They will need some basic information, such as:

- Where the recycling is located.
- What can be recycled.
- How to use the bins – do they need to separate items, or can everything go in together?
- How to prepare recyclables.

If you have hired a private recycler, they may have ideas on how to tell your residents about the program. If not, feel free to use some of our letter and sign templates to help spread the word. These can be found at calgary.ca/multifamilyrecycling.

➤ How do I reduce illegal dumping?

To reduce the likelihood of illegal dumping, consider:

- Storing your containers inside the building or in an enclosure.
- Chaining and locking containers stored outside between collections.
- Storing containers in well-lit areas, close to your building.

➤ How will this be enforced?

The bylaw will take effect on February 1, 2016 to allow multi-family complexes time to set up their recycling programs. If your building does not have a recycling program in place after February 2016, our first step will be to work with you to help you become bylaw compliant. If there is still no compliance, your building owner(s) could be subject to a fine.

➤ How do I get more information?

The multi-family web page, calgary.ca/multifamilyrecycling, will be updated with the latest information as it becomes available. You can also sign up online to receive email updates about multi-family recycling.

Our education team can provide support through presentations to your condo board, face-to-face outreach with your residents, and information sessions. Contact 311 for details.

If you have a question that hasn't been answered here, contact 311.

