

# Waste Management Handbook

## FOR HIGH DENSITY RESIDENCES



A property manager's guide to the City of Greater Sudbury's high density residential waste management program





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# The purpose of this handbook

This handbook is written for property owners who have an HDR (high density residential) solid waste agreement with the City of Greater Sudbury. It clearly explains the agreement, and the responsibilities of everyone involved.

The City of Greater Sudbury strives to increase its waste diversion rate. Waste diversion is when we reuse, recycle or compost items instead of sending them to a landfill. The City of Greater Sudbury gladly provides a reliable and low-cost waste removal service with the understanding that property owners will help increase waste diversion.

By making it easy for your tenants to recycle and compost their waste, you're helping the environment in more than one way. First, recycling and composting saves raw materials, water and energy. Secondly, diverting waste saves valuable space in our community landfills.

The City of Greater Sudbury is committed to helping property owners and superintendents develop successful waste diversion programs. This handbook is part of that commitment, it outlines what's necessary to set up and maintain a great program. If you have questions about your program or are simply looking for suggestions, feel free to call us.



## Contact Information

The City of Greater Sudbury

Phone (Local): 3-1-1

Long Distance: 705-671-2489

Fax: 705-671-1148

[www.greatersudbury.ca/wastemanagement](http://www.greatersudbury.ca/wastemanagement)





# Responsibilities Under the HDR Solid Waste Agreement

## Your curbside solid waste agreement entitles you to:

- Weekly curbside collection of household garbage, Blue Box recyclable material, Green Cart organics and leaf and yard trimmings.
- Access to the City's Household Hazardous Waste Depot and/or Toxic Taxi
- Blue boxes, green carts & kitchen collectors for your tenants.

These services are provided with the understanding that the property owners and/or superintendents meet certain requirements.

### 1) Provide the necessary information to your tenants to successfully divert waste:

- Start and maintain a program for waste diversion, recycling and composting at the property. This means annually distributing informational material on waste diversion, recycling and composting to both existing tenants and new tenants. Also, the information should be posted in common areas.
- Notify tenants that their leaf and yard trimmings must be separated from the household garbage and placed at the curb separately from other waste, according to City policy.
- Notify tenants that their blue box recyclables must be separated from the household garbage and placed at the curb according to City policy.
- Give your tenants written material that explains what is recyclable and how the materials should be recycled.
- Notify tenants that their organic waste must be separated from the household garbage and placed at the curb for collection, according to City policy.
- Notify tenants that appliances, furniture and electronic waste must not be placed at the curb.

- Notify tenants that the household hazardous waste they generate must not be placed at the curb for municipal collection. Hazardous waste must be disposed of through the city's Household Hazardous Waste Program.

### 2) Dispose of your tenants' furniture, appliances and electronic waste:



- Create a clearly labeled area on site for residents to place their furniture, appliances and electronic waste. Tenants must know where to place these items on the premises. The property owner is then responsible for disposal of the furniture, appliances and electronics.
- These items can be brought to the municipal landfill and waste diversion site.
- When you segregate your load, tipping fees will not apply to electronic waste and appliances as long as they are delivered to the diversion areas within the municipal landfill site.
- Tipping fees are applied to furniture. If the items are in good condition, you may wish to divert these items by donating them to charitable organizations.



### 3) Follow the curbside collection procedures prescribed by the City of Greater Sudbury:

- Ensure that prohibited waste is not placed at the curb for municipal collection. Prohibited waste includes construction, renovation, demolition, automotive, commercial and hazardous waste. The owner is responsible for the removal of these items.
- Ensure that household waste is placed in approved containers/bags/bundles.
- Ensure that household waste is placed at the curb no earlier than 8:00 p.m. the day before collection and no later than 7:00 a.m. on the day of collection.
- Ensure that the approved garbage containers/bags/bundles limit per unit is not surpassed.
- Ensure that all uncollected items and empty containers are removed from the curb by 8:00 p.m. the day of collection.
- Any additional or uncollected garbage may be delivered to the landfill site at the owner's expense.



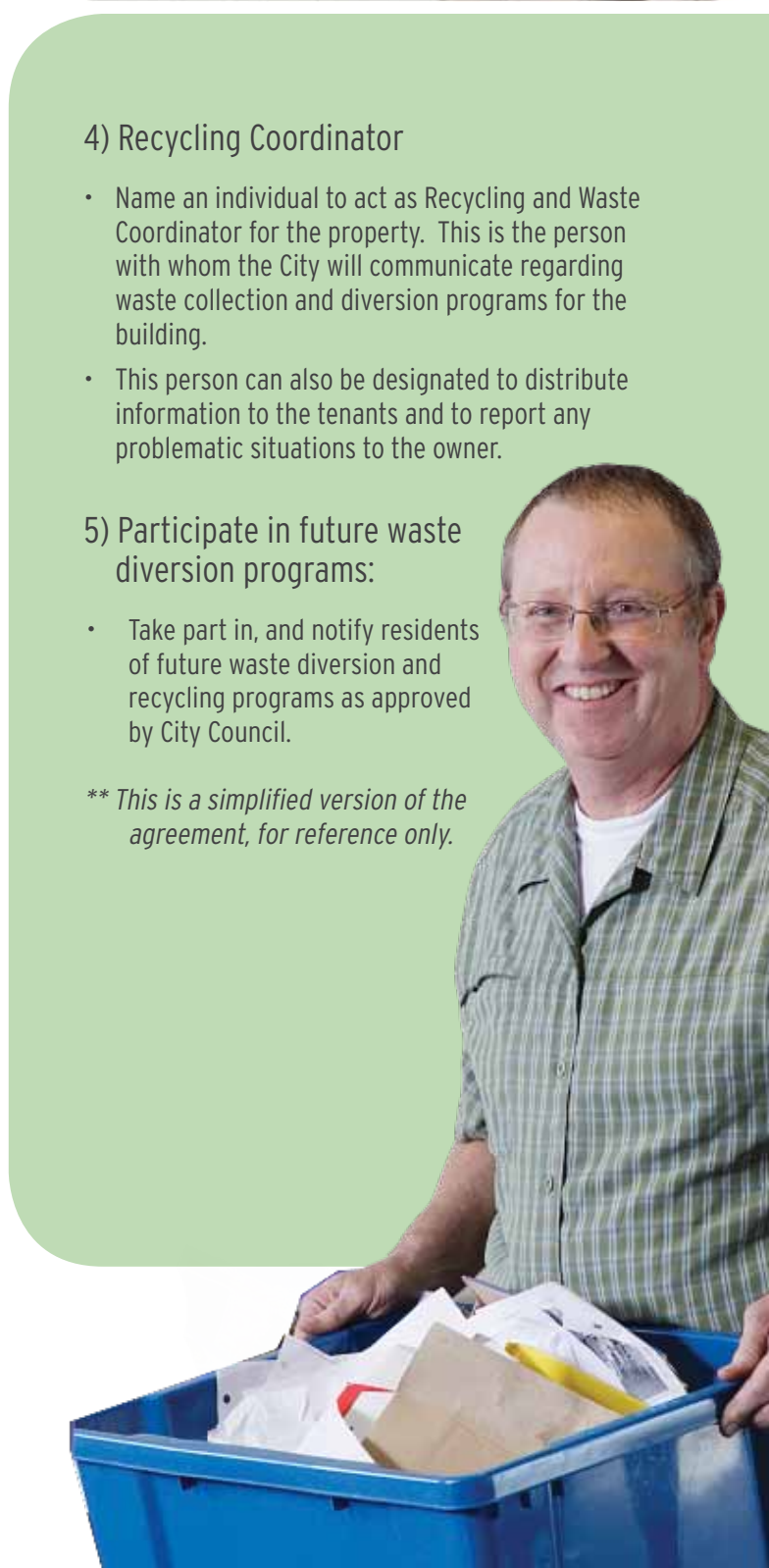
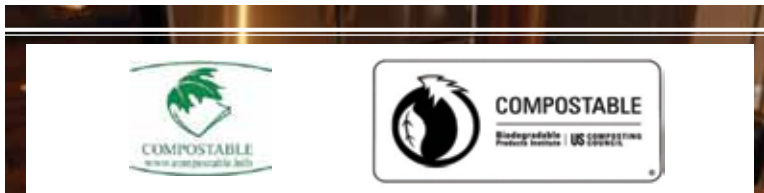
### 4) Recycling Coordinator

- Name an individual to act as Recycling and Waste Coordinator for the property. This is the person with whom the City will communicate regarding waste collection and diversion programs for the building.
- This person can also be designated to distribute information to the tenants and to report any problematic situations to the owner.

### 5) Participate in future waste diversion programs:

- Take part in, and notify residents of future waste diversion and recycling programs as approved by City Council.

*\*\* This is a simplified version of the agreement, for reference only.*



# Your waste diversion program, getting started

## The essentials

An important first step is assessing your property to learn how your residents can easily dispose of their recyclables, compostables, household garbage, leaf & yard trimmings, furniture & appliances, electronic waste and household hazardous waste. It's important to put yourself in the tenants' position to understand what will encourage and what will discourage them from disposing of these items properly.

### Storage areas:

Outdoor or indoor storage is an important factor. If storage areas are available, tenants will make use of them during the week to store their waste. When these storage areas are easily accessible and large enough, you make it easy for tenants to divert waste. Convenience is a key factor in having a successful program.

If you have a storage area, a designated person will need to remove household waste from storage areas and place the items at the curb no later than 7:00 a.m. on your regularly scheduled collection day.

### Blue Boxes, Green Carts and Kitchen Collectors

Your building needs enough blue boxes, green carts and kitchen collectors based on the number of total units. Upon commencement of your program, the City will provide you one Green Cart and Kitchen Collector for each unit. You will need to distribute this equipment to your tenants. Tenants may call 3-1-1 to order a blue box if they do not already have one.

Blue Boxes and Green Carts become the property of the building and should not be taken with the tenant when they move. It is your responsibility to ensure that these items are left in the unit when the tenant moves.





## Furniture, Appliances and Electronics:

You must have a location for tenants to store their **furniture, appliances** and **electronic waste**. If this location is outdoors, it should be fairly close to the building itself and should be easily accessible throughout the year (cars or snow banks might get in the way).

The area must be labelled to clearly denote where you would like the tenants to place these items.



## Hazardous Waste:

Your tenants have two convenient options for disposing of their hazardous waste properly and safely. They may deliver the items to the Household Hazardous Waste Depot located on Frobisher Street in Sudbury on select Saturdays (refer to the City's website or call 3-1-1 to find out when the depot is open). If they cannot deliver the waste themselves, they can call the Toxic Taxi at 705-560-9019 and leave a message to make an appointment for home pick-up.



## Education and Communication:

Don't forget to tell residents about your preparations. Effective communication at every stage of the program means educated residents and fewer problems to address.

Once you have planned your drop-off locations, think about how you can deliver the information to your tenants. Effective handout material and wall posters mean your residents will be well educated and aware of the disposal and diversion process at your building. More education = fewer problems.

After you've communicated the details of your program with tenants, it helps to observe what happens on collection day. You can learn things through direct observation that you wouldn't otherwise know about. From here you can ask tenants for feedback on what works and what needs improvement.



# Communicating the information

For any program to work, tenants must know what's expected and how to participate. This is done through word of mouth, posters in common areas and educational material for individuals. Updated materials should be sent out annually to all tenants and throughout the year as new tenants arrive.



The City of Greater Sudbury can help by providing the following educational materials:

- blue box and green cart fridge magnets
- customizable letter to new tenants
- customizable new tenant info sheet with important locations
- recycling brochure for tenants
- posters for common areas
- blue boxes for tenants (no charge upon commencement of program but fees will apply for new or additional orders)
- green carts for tenants

*\*\* Most of these materials are available online so it's easy to customize the document or simply print more when needed.*

Additional tools you can use to improve communication:

- bulletin boards
- door hangers
- newsletters
- poster displays
- group discussions
- surveys
- feedback forms
- personal visits



# Challenges, Tips and Solutions

Many studies have been done on recycling in high density housing in Ontario. We can learn from these studies to avoid problems other superintendents have faced, or even predict and address problems before they occur.

## Challenges you may face:

- Tenants are not aware of the building's waste diversion program.
- Tenants and building staff aren't sure what can and can't be recycled and composted.
- Information posters are sometimes outdated.
- It's more difficult to address contamination (unacceptable material) in blue boxes.
- Older or disabled tenants may need special accommodation to participate.

## Tips for a successful program:

- Provide updated information to new and renewing tenants about the building's program and the importance of recycling and composting.
- By giving all tenants educational material and having visible posters in the right areas, you show that waste diversion is an important priority at your building.
- Evaluate your program regularly.
- Surveys by telephone, email, or in person will help you customize your educational material in the future. Tenants provide valuable feedback.
- Ensure that building staff are well educated on the waste disposal and diversion policies so they can give correct information to the residents.
- Be creative and adapt to the needs of your tenants. For example, if a lot of waste is generated in the mail room, provide a blue box in that area.
- Set waste diversion goals for your building and congratulate residents when they reach those goals.
- Make waste diversion as convenient as garbage disposal



# Summary

We've covered the waste collection agreement—what it entails and how to run an effective waste diversion program. The City of Greater Sudbury provides a low-cost collection service as long as waste diversion is facilitated and encouraged at the property. Tenants must be encouraged to use the green cart, use the blue box, separate leaf and yard trimmings from household garbage and separate hazardous waste from household garbage. Also, there must be a space reserved for **furniture, appliances, electronic waste** on the premises. Furniture, appliances and electronic waste can be donated or can be brought to the landfill for diversion or disposal.





# Resources at your disposal

The City of Greater Sudbury's Environmental Services Division staff can be consulted regarding your program and how it can be improved. Please call 3-1-1 to discuss any questions or concerns.

As mentioned earlier, there are resources provided by the City which are posted on the website ([www.greatersudbury.ca/wastemanagement](http://www.greatersudbury.ca/wastemanagement)) under the High Density Residential (HDR) section.

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# City of Greater Sudbury Recycling Guide



## Acceptable Materials

**Corrugated Cardboard & Pizza Boxes** – Flatten to a 30"x30" size and remove all plastics. Do not include waxed cardboard.

**Boxboard** – Cereal, shoe, detergent, cracker, toothpaste, paper rolls etc. Remove plastic liners and flatten.

**Newspaper, Magazines, Catalogues & Junk Mail** – Newspapers, inserts, flyers, magazines, catalogues, junk mail, telephone books and hard & soft covered books.

**Household Paper** – Writing/printer paper, envelopes, greeting cards, non-foil gift wrap, non-treated paper bags.

**Plastic Bottles, Jugs, Tubs, Pails, Trays, and Foam Packaging** – Look for the #1, #2, #4, #5 and #6 recycling symbol to determine if the packaging item is recyclable. Exclude motor oil jugs, foam peanuts, foam insulation. Rinse all plastics.

**Plastic Bags** – Grocery, bread, produce and frozen vegetable

bags, dry cleaning bags, outer wrapper for toilet tissue and other paper products. Remove paper receipts and place bags in one tied plastic bag.

**Clear & Coloured Glass Bottles & Jars** – Rinse

**Milk & Juice Containers/Cartons** – Juice boxes, packaged milk & soy beverages, wine packs, milk cartons. Remove straws and rinse.

**Egg Cartons** – Paper and foam egg cartons.

**Aluminum & Steel Cans, Aluminum Foil, Pie Plates and Trays** – Food and beverage cans such as soda cans, vegetable cans. Rinse.

**Empty Paint Cans & Aerosol Cans** – Ensure paint can is empty and dry, remove lids from cans and recycle separately.

**Cardboard Cans** – Remove plastic seal off cardboard cans and rinse.



Corrugated Cardboard  
& Pizza Boxes  
(flatten and remove plastics)



Cereal/Tissue Box,  
Cardboard Tubes



Newspapers, Magazines,  
Catalogues, Inserts,  
Telephone Books and Books



Household Paper



Plastic Bottles, Jugs, Tubs,  
Pails, Trays & Foam Packaging



Plastic Bags



Egg Cartons  
(Paper & Foam)



Milk & Juice  
Containers/Cartons



Aluminum & Steel Cans,  
Aluminum Foil, Pie Plates & Trays



Empty Paint Cans  
& Aerosol Cans  
(empty & dry, lids removed)



Cardboard Cans



Clear & Coloured  
Glass Jars/Bottles

