



Apartment Recycling & Green Bin Handbook

For Superintendents & Property
Managers

Questions?

Call: **705-325-3522**

E-mail: **enviroservices@orillia.ca**

Website: **Orillia.ca** (look under *Living in Orillia* tab)

Visit us at the Waste Diversion Site, 100 Kitchener Street, Orillia (free
flyers available)

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Environmental Services and Operations Department
Solid Waste Management Division

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1.0 Introduction

There are approximately 50 apartment and condominium complexes in Orillia that participate in the City garbage bin collection service. In order to qualify for this service, the apartment or condominium (hereafter referred to as apartment) must:

1. Have at least nine units in the building complex;
2. Maintain a recycling program for the tenants; and
3. Maintain a green bin collection program (for food scraps) for the tenants

1.1 Purpose of Handbook

This handbook provides superintendents and property managers with all the information you need to know about all our waste, recycling, and green bin collection programs offered by the City. It is meant to assist you in maintaining effective recycling and green bin programs at your buildings. This booklet describes what can be placed in the recycling carts and in the green bins, how to get recycling carts and green bins, how to address contamination issues, how to promote these programs to your tenants, and the City's garbage in service.

1.2 Recycling & Green Bin Collection Required

Apartments on the City's weekly garbage bin collection service must maintain recycling and green bin collection programs for their tenants (Municipal Code 877.2.21). Recycling at apartments is also a provincial law. While you are free to opt out of the City's collection service and receive private collection, we think the City program is the best deal and want to work with you to provide recycling and green bin programs for everyone. Please note that we will continue to provide recycling and green bin collection service to apartments with private garbage collection.

Save your money! By participating in the City's weekly recycling cart and green bin collection programs, you can cut your disposal costs if you happen to be getting extra private garbage bin pick-ups in addition to the City-provided garbage bin collection service provided every other week.

1.3 Collection Schedule

The collection of City-sponsored garbage bin service occurs on Wednesdays every other week. The collection of recycling carts and green bins occurs weekly on the regular collection day for your area. To see our latest collection schedule and route map, please visit the City's website at Orillia.ca.

2.0 Recycling Cart Program

Recycling at apartments tends to lag behind other locations (houses, townhouses, etc.) due to a number of factors such as tenant turnover, convenience of recycling for tenants, knowledge of the building's recycling program, etc. Residents and property

managers have a responsibility to ensure that materials designated as recyclable under the City's recycling program are kept separate from garbage and are properly placed out for collection.

Over 15% of garbage currently disposed of from apartments is recyclable material, such as newspaper and plastic bottles. Recycling benefits everyone: We don't fill our landfill with items that can be recycled and your tenants will use less space in the garbage bin. It is our goal to reduce the quantity of recyclables found in garbage to as close to zero as possible. But we need your help!

2.1 Recycling Carts

The City provides apartments with large 360 Litre (95 gallon) blue roll-out recycling carts for collecting recyclables at no charge. These carts are the property of the City of Orillia and are to be used for collecting recyclables only. If you need more carts or replacements, please call us at 705-325-3522 to arrange a drop off or a pick-up.

2.2 Recycling Cart Agreement

In order to receive recycling carts from the City, you need to sign a cart agreement form with the City. This form is completed by City staff with you and helps us to maintain good records and to contact you if we have any important information to pass along. Please note you will be charged \$80 per cart (HST included) for any lost or stolen recycling carts.

2.3 Location of Recycling Carts & Collection

Generally, carts should be located in an area easily accessible by both your tenants and our collection crew. The area should be well lit, safe, and close to the garbage bin (if applicable) to allow your tenants to easily drop off materials.

The recycling carts must not be obstructed by parked vehicles or ice and snow. If parking becomes an issue, it is suggested that you put up no parking signs in this area. If the carts are blocked when our collection crew arrives, **material will not be collected**. Please ensure this area remains clear.

You may place the carts inside your building or in other areas but you are responsible for ensuring our collection drivers have easy access to the carts on the day of collection. **Carts must be set out for collection no later than 7:00 a.m. on your collection day to ensure collection.**

2.4 What Can Be Recycled?

In Orillia, recyclable materials are divided into two streams: paper and containers. Recyclable items accepted collection program are shown on the next page.

PAPER

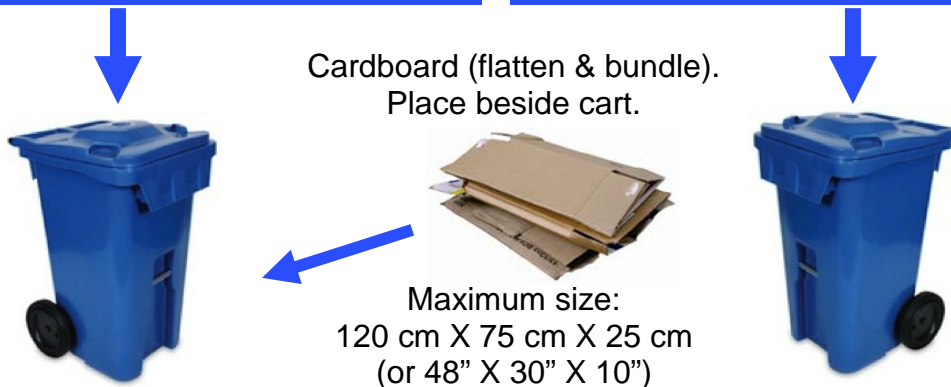


- Newspapers
- Phone books & catalogs
- Magazines & junk mail
- Wrapping paper (no foil)
- Office paper
- Envelopes (with windows)
- Paperback books
- Cereal boxes (flatten)
- Paper egg cartons
- Small pieces of cardboard
- Paper towel & toilet rolls
- Empty paper cups
- Empty cigarette packages
- Styrofoam packaging & trays (**place in a bag**)
- Plastic shopping bags, milk bags, bread bags (**clean & empty**); stuff in another bag & tie at top

CONTAINERS



- Milk & juice cartons
- Drinking boxes (empty)
- Food & beverage cans
- Clean foil & trays
- Empty paint cans (<4L)
- Empty aerosol cans
- Frozen juice cans
- All plastic containers with caps on (codes 1, 2, 4, 5, 6, 7)
- Plastic tubs & lids
- Yogurt containers
- Empty plastic (clamshell) food trays
- Glass bottles & jars only



Apartments: Up to 8 bundles of cardboard accepted without a garbage tag
Businesses/Institutions: Up to 4 bundles of cardboard accepted without a garbage tag

Please do not include: Coffee cup lids, flower pots, bubble/stretch wrap, meat/cheese wrapping, cereal box liners, light bulbs, ceramics, window glass, mirrors, drinking glasses, and foam packaging peanuts. Drop motor oil bottles off for free at the Waste Diversion Site at 100 Kitchener Street – residents only.

2.5 Recycling Cart Maintenance

It is your responsibility to keep the recycling carts clean and free of garbage. Contamination issues should be addressed swiftly and on a daily basis. Ensure that the labels showing “PAPER” and “CONTAINERS” remain posted and are legible. If needed, new labels are available free of charge at the Waste Diversion Site.

In some cases, garbage may be illegally dumped in your recycling cart or garbage bin. Bins should be locked if this becomes a problem, but they must be unlocked on your collection day. In Orillia, illegal dumping on private property is handled by the Ontario Provincial Police. Call them at 705-326-3536 if you have an illegal dumping issue.

3.0 Green Bin Collection Program

Almost 34% of garbage currently disposed of from apartments is compostable material like food scraps. The green bin program is set up to capture this material. Collected food scraps from the green bin program are composted at the Waste Diversion Site.

Tenants who wish to participate receive a kitchen container for collecting their food scraps and other organics (see Section 3.1). From our experience, it is best if you only provide kitchen containers to those tenants who will properly use them so that you don't have excessive contamination issues. The tenant can then take their full kitchen container to a central area where the green bins are stored for emptying.

3.1 Kitchen Containers & Green Bins

Additional containers can be purchased at the Waste Diversion Site for \$10 per green bin and \$2 per kitchen container (HST included). Broken kitchen containers and green bins are replaced at no charge at the Waste Diversion Site, however, the broken units must be returned.

3.2 Location of Green Bin & Collection

Green bins should be stored in a central area where tenants have easy access for emptying their kitchen containers. To minimize issues with animals, it is best if the green bins are stored inside the building or in a shed.


On collection day, the green bins should be set out in an easily accessible area of your parking lot or at the curb of the nearest road. The green bins must not be obstructed by parked vehicles or ice and snow. If parking becomes an issue, it is suggested that you put up no parking signs in this area. If the green bins are blocked when our collection crew arrives, **material will not be collected**. Please ensure this area remains clear.

Green bins must be set out for collection no later than 7:00 a.m. on your collection day to ensure collection.

3.3 What Can Be Included in the Green Bin?


Compostable items accepted in the City's collection program are shown below. We have flyers available at no charge that show this information so you can provide to your tenants.

COMPOSTABLES




Food Scraps

- Fruits & vegetables
- Corn cobs & husks
- Eggs & egg shells
- Bread, buns, & cereals
- Nuts & shells
- Coffee filters & grounds
- Tea bags
- Salads & dressings
- Rice & pasta (cooked/uncooked)
- Cooked meat, fish & bones
- Dairy products



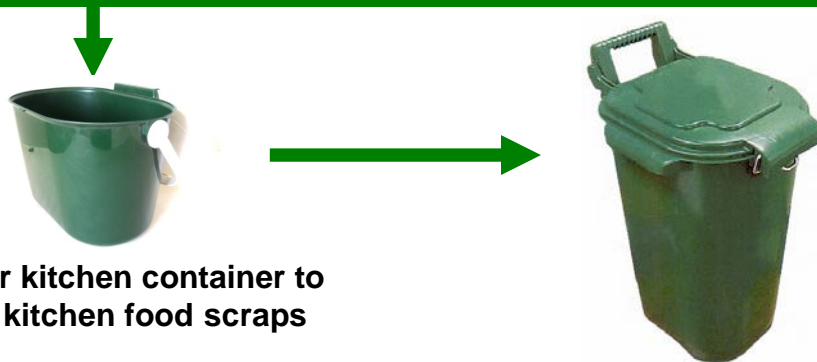
Paper Products

- Soiled paper towels
- Tissues
- Paper food packaging
- Waxed paper



Other

- Plants
- Dryer lint



Use your kitchen container to collect kitchen food scraps

Empty into your building's green bins

Apartments: Unlimited number of green bins can be set out for collection.
Businesses/Institutions: Up to 10 green bins can be set out without a garbage tag.

In our flyer, we also provide the following tips to reduce odours and fruit flies:

1. Line Your Kitchen Container with:

- a) A few layers of newspaper or place several sheets of newspaper on the counter, scrape your food waste onto this and wrap it into a small package before tossing it in your kitchen container. Newspaper absorbs excess moisture, and reduces odours and fruit flies.
- b) Use a paper bag or a certified compostable bag with this logo:



2. Keep your kitchen container clean, drain excess liquid from food before emptying into your container and/or sprinkle baking soda on your food scraps.

Note: Apartments can set out an unlimited number of green bins for collection.

4.0 How To Educate Your Tenants About Recycling

Promotional material is available from the City free of charge to help you promote our recycling and green bin programs at your building. This includes pamphlets and posters. It is suggested that posters be placed in common areas of your building such as laundry rooms, garbage chute rooms, elevator lobbies or the main lobby.

4.1 New Tenants

In order to help you maintain effective recycling and green bin programs, it is strongly suggested that these programs be enshrined in your tenant lease agreement. This will help ensure that your tenants are aware that you have recycling and green bin programs in place and that they should be using them.

As a minimum, it is recommended you give each new tenant recycling literature with their new lease. A sample letter is provided in this handbook (see Section 4.3). Show the new resident the location of the recycling carts and green bins and review the procedures.

4.2 Contamination Issues

The largest obstacle to an effective recycling cart and green bin program at any apartment building is contamination. It can take just one tenant who may not be aware of these programs to spoil the efforts of other tenants in the building who are properly recycling and using the green bins. It can also result in recycling and/or green bin material being left behind at your building, which no one wants. It is therefore imperative that you or someone you designate check the recycling carts and green bins (preferably daily) to remove any contaminants found. This will stop the problem from getting out of hand and will reduce any confusion from your tenants about what can be included in the carts. Monitoring the carts should only take a few minutes a day and will save time in the long run. If contamination continues to be a problem, re-

issue the promotional material to your tenants. We have an ongoing supply of flyers and posters here at the Waste Diversion Site that are available to you free of charge.

4.3 Sample Letter To New Tenants

Below is a sample letter you may pass on to your new tenants introducing your building's recycling and green bin programs. It is suggested you attach a copy of our Recycling Cart & Green Bin flyer to this letter so the tenants can clearly see what goes where. We can provide you with free copies of this flyer at the Waste Diversion Site.

Dear New Tenant,

The City of Orillia Environmental Services and Operations Department encourages residents to separate recyclables and compostable food scraps from your regular garbage. Place your recycling in the large blue recycling carts and empty your food scraps from your kitchen container into the green bins provided at this building.

Please see the attached flyer showing what can be recycled in the recycling carts and what can be composted in the green bin program. We need your help to ensure that only the noted recyclable and compostable materials are placed in these carts.

If you have any questions about the City's recycling and green bin programs, please call: 705-325-3522, e-mail: enviroservices@orillia.ca, visit Orillia.ca, or visit us at the Waste Diversion Site located at 100 Kitchener Street in Orillia.

Thank you for your participation and cooperation.

**City of Orillia Environmental Services and Operations Department
Solid Waste Management Division**

5.0 Garbage Bin Service

The City provides every other week garbage bin collection service to apartments that have at least nine units. In order to qualify for this service, the building must maintain recycling and green bin collection services as outlined in this handbook.

5.1 Garbage Bin Rental

Buildings on the City's garbage bin collection service rent the garbage bins from the City's collection contractor only – currently Mid Ontario Disposal (call 705-325-5535). There are no City user charges for this service unless you wish to have a larger bin size than what is allowed for your building (see Section 5.2).

The building is also able to purchase its own garbage bin at a size approved by the City. It should be noted that if the City reduces the volume allocation for garbage bins

at any point in the future, either a smaller bin would be required or the landlord would be required to pay for the extra space in the bin if City collection service is maintained.

5.2 Garbage Bin Size

The size of the garbage bin approved for each building depends on the number of dwelling units in the building and the number of City of Orillia garbage tags presently issued to each household. The City will calculate your bin size based on these parameters. If you wish to have a larger garbage bin, the City will invoice you an additional \$52.00 per month per extra 2 cubic yards (no HST). You may also opt to have an extra pick-up undertaken by the collection contractor at your own cost.

6.0 Contact Us

We're here to help! Solid Waste Management Division staff is available to come and speak with you and/or your tenants about your recycling cart and green bin programs Monday to Friday 8:30 a.m. to 4:00 p.m. If you have any questions about these programs, please contact us at:

- Solid Waste Hotline: **705-325-3522**
- E-mail: **enviroservices@orillia.ca**
- Website: **Orillia.ca**
- Visit us at the Waste Diversion Site (landfill), 100 Kitchener Street, Orillia.
- By Mail: 50 Andrew Street, Suite 300, Orillia, ON L3V 7T5

Thank you for your assistance and participation.

Information presented in this handbook is subject to change.