



Summit for Recycling
&
Rocky Mountain Composting Symposium

Multi-Family Recycling

The funding is coming, but there's so much more to figure out

August 23 - 24, 2022 Aurora, Colorado



By 2026 recycling will be free for all Coloradans
*** including Multi-Family Complexes ***

The passing of HB 22-1355 means funds will become available to cover the cost of recycling for multi-family buildings.

Cost is only one of the barriers to implementing successful multi-family programs.

Additional challenges to MFC recycling



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Panelists



DJ Longo

President & Owner
Terra Firma Real Estate



Caroline Mitchell

City of Fort Collins
Waste Reduction & Recycling Mgr.



Caitlin Long

City of Lakewood
Sr. Sustainability Planner



Jill Holbert

City of Albuquerque
Assoc. Dir. Solid Waste Mgmt.

Terra Firma - 120 apartments in Denver



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- 1) Porter service collects doorside recycling twice per week.
- 2) Leave contaminants in the recycling basket with an “oops” tag explaining why that material is not acceptable.
- 3) Porter service transports aggregated recycling to a locked outdoor recycling dumpster.

We found this best option for individualized education, lowest contamination rates, mitigates the majority of space constraints, and provides a reasonable cost option.



IN UNIT RECYCLING BASKETS



RECYCLE THESE ITEMS

RECICLE ESTOS ARTÍCULOS

 Bottles & Cans <i>Botellas y Latas</i>	 Boxes <i>Cajas</i>	 Paper <i>Papel</i>	 Plastic Containers <i>Los envases plásticos</i>
EMPTY <i>VACÍAS</i>	FLATTENED <i>APLANADOS</i>	EMPTY <i>VACÍAS</i>	EMPTY <i>VACÍAS</i>

THESE MATERIALS ARE NOT ACCEPTED

ESTOS ARTÍCULOS NO SON ACEPTADOS

 No Bagged Recyclables <i>No reciclables en bolsas</i>	 No Plastic Bags <i>No ponga las bolsas en los carritos</i>	 No Scrap Metal <i>No chatarra</i>	 No Tangles <i>Nada que se enrede</i>
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To learn more, go to [DenverGov.org/Multifamily](https://denvergov.org/Multifamily).



DJ to address:

1. Provide an overview of your buildings are located, how many units, tenant population, etc.
2. How are you implementing recycling.
3. What were the logistical challenges of implementing recycling on site (e.g. outdoor and indoor space constraints, fire code, stock of in-apartment recycling baskets to provide to tenants (move-in kits), (were they transferable from tenant to tenant), contamination, etc), signage
4. How difficult was it to change tenant's behavior and what methods did you use to keep recycling top of mind? (e.g. regular messaging, oops sticky notes, adding recycling clause to the lease, signage, etc.

Caroline to address

1. How the City of Fort Collins started with a voluntary MFC recycling program and transitioned to required recycling at all MFCs.
2. Issues and Solutions associated with mandatory recycling including:
 - a) Logistics of recycling sites...are bins clearly labelled and accessible?
 - b) Education for tenants...(and MFC Property Managers too...?)
 - c) Asked Haulers to inform City about contamination issues and yet no haulers have
3. Equal Space (for Recycling) Requirement for new builds and remodels over a certain threshold



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Design for Recycling - Considerations for Multi-Family Development

Caitlin Hasenbalg Long, AICP
City of Lakewood Senior Sustainability Planner

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96 gallon totes vs. 2- to 10-yard bins

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17.6.3: Screening of Utility Structures, Outdoor Storage and Service Areas

17.6.3.1: General Standards

The following standards are intended to reduce the visual impact of certain site elements for attached dwelling or multi-family structures or common areas within residential developments.

- B. Landscape and structural elements shall be used to screen utility structures, service areas, loading docks, outdoor storage, recycling facilities, and trash containers.
- E. Where structural forms of screening are utilized, the materials shall match the primary building materials and colors, or provide a comparable level of quality.
- F. Trash and recycling enclosures shall be covered with a roof, or they shall be self-contained.

Excerpts from Lakewood's requirements for waste enclosures.

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Different haulers with different container colors create confusion even without adding recycling.

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Consider how to address situations with no good solution.

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Waste locations should be convenient, safe, and accessible to both residents and haulers.

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Dumpsters without an enclosure to keep them contained can become a nuisance and vehicular hazard.

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Small wooden waste enclosure - is there room to add recycling or to enlarge the enclosure?

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Challenges with overflowing waste, small enclosures, and dumpsters placed in landscape areas blocking traffic visibility

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Parking lot changes like sealing and restriping present an opportunity to find space for a new waste enclosure.



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An example of a large masonry and metal roofed waste enclosure that could be retrofit into an existing site.

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Located far from the building, no clear safe pedestrian routes



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Even new construction with dedicated waste rooms face challenges with recycling.

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Simple systems make it easy to figure out the right way to do things. (But where does the cardboard go?!)

Complicated systems are prone to mechanical failure and greater opportunity for human error.



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<https://montclairlocal.news/new-valet-trash-service-at-valley-bloom-may-go-against-state-code/>

Does this type of waste collection violate fire codes or other regulations?

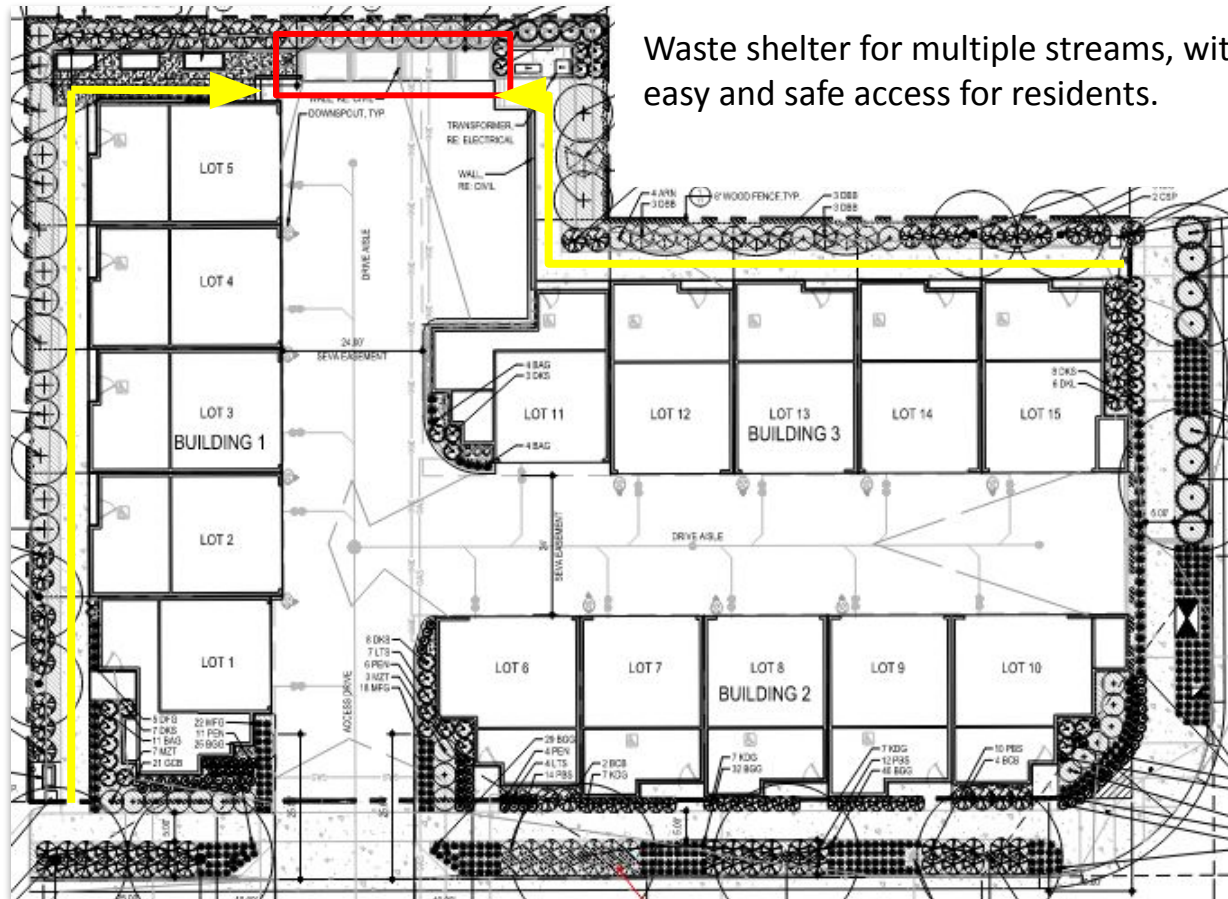
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<https://wastecontrolservices.com/articles/apartment-building-recycling/>

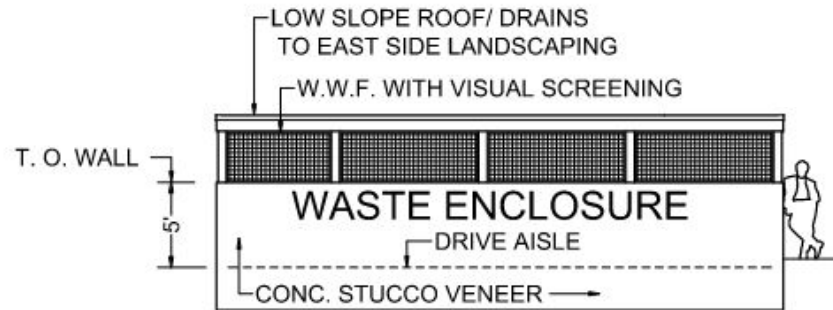
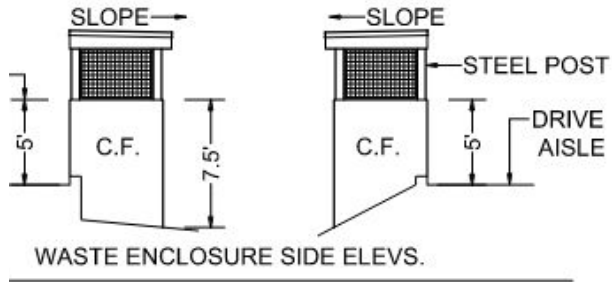
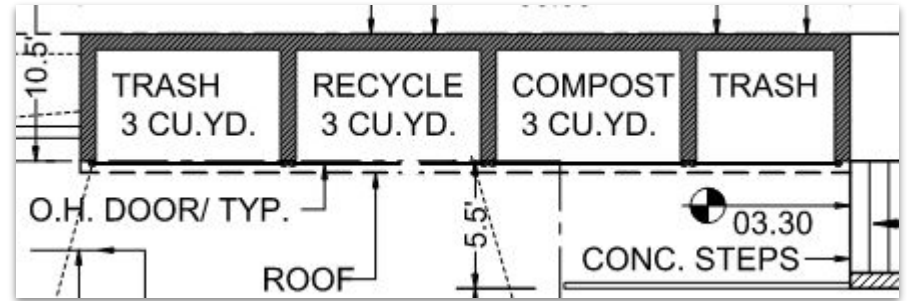
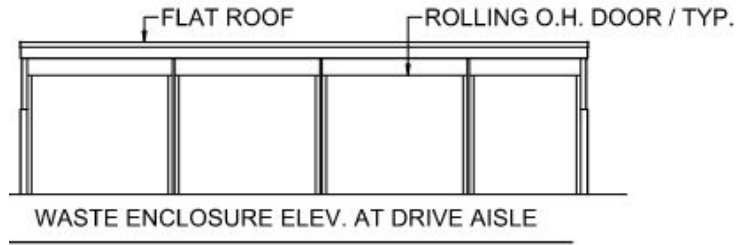
Consistent color coding helps reduce confusion, educate residents, and minimize contamination.

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Waste shelter for multiple streams, with easy and safe access for residents.

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Key Takeaways:

Design for convenience:

- Easy routes for residents to safely access waste areas, and for haulers to collect bins.
 - Sidewalks, lighting, signage, location
- Color-coding and signage for education and ease of use
 - Coordinate with haulers to standardize if possible

Design for durability and security:

- Use materials such as metal and masonry that can withstand occasional abuse
- High walls and locks to help prevent dumping

Design for size:

- Enclosures or waste rooms should have space to store and maneuver at least the necessary bins for trash and recycling.
- Consider extra space to add future organics collection or other appropriate waste streams



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Multi-family Dwelling Recycling

Jill Holbert - Associate Director,
City of Albuquerque
Solid Waste Management Dept.
jholbert@cabq.gov



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Albuquerque At-a-Glance



- **562,559** – Population
- **180,830** – Single-family households
- **63,375** – MFD housing units serviced
- **\$53,936** – Median household income
- **27%** – Speak a language other than English at home



SINGLE STREAM

Goals

- To increase the convenience of recycling
 - Previously only residents of single-family homes enjoyed this convenience
- To divert recyclables from the waste stream
- To reduce properties' garbage service
 - Resulting in a lower monthly trash bill
- To reduce the amount of waste that goes to the landfill

Implementation Began 2007

- Workshops for MFD owners/managers
- Presentations to Apartment Association of NM
- Visited each MFD location
- Distributed reusable shopping bags to MFDs
- WSI Valet Service Pilot 2012 - 2014
- 6-yard Recycling Bins Available in 2015

What's in the Ordinance?

- City is exclusive collection agent
- 25+ housing units is mandatory
- Less than 25 units is voluntary
- Complexes must provide recycling info
- The monthly fee for collection:
 - Equals the residential recycling fee X number of units
 - Regardless of occupancy
 - Currently \$3.58 per unit



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Multi-family Dwelling Recycling Success Story

Rio Vista Apartments

770 Juan Tabo NE
(505) 293-5565
Mary Miranda,
Property Manager
75 Units



What types of recycling information have you provided to your tenants? A memo and flyers were delivered to our residents and we posted flyers by the carts.

How many recycling carts do you have and where do you place them? Six. We have three levels (two on each), then I set them out by the curb so they can easily be picked up.

How do you manage with move in and move out tenants? We let them know where the recycle carts are, give them the flyer and the list of what they can and can't place in there.

Have you had any issues with contamination of the recycling? I check them. I don't really dig through them, but I sometimes find trash in there. I take it out and throw it away. But for the most part, not an issue.

What are some of the pros and cons of the service that you may have experienced? Pro: Residents are very excited. I have had no complaints at all. Con: A lot of people just don't understand what is recyclable and what isn't.

Were you satisfied with this service? Why or why not? Satisfied. In fact when we first started the program, we had fewer recycle carts, and those were getting so full that I called and requested more. All the tenants were really excited about the project so it's really been working.

Is there anything we can do to improve the recycling service? We are very pleased.

Does the city provide the resources to make this program successful? Yes, I've called our rep because the residents had questions about their bottles of pills or items that they couldn't put in there. They were very helpful.

Have you witnessed a decrease in the volume of trash or overflow with the implementation of this service? Yes, we were doing trash pickups 3 times a week, and I realized we need to cut down to 2 because they don't get as full.

Have you received any feedback good or bad from your tenants? All good.

Any other comments or concerns you would like to add? Management is pleased and the residents are pleased with it. People have really embraced it. It's great. I wish that other apartments would do the same.

“Management is pleased and the residents are pleased with it.”

“People have really embraced it. It's great. I wish that other apartments would do the same.”

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“I’m just glad that we are able to participate in this and we have had such good success with it.”

Multi-family Dwelling Recycling Success Story

The Beach Apartments

2525 Tingley Dr. SW
(505) 243-4068
Nancy J. Baldwin,
Property Manager
74 Units



What types of recycling information have you provided to your tenants? “The Multifamily Dwelling Recycling” pamphlet was given to everyone. I also went to Wagreens and bought 99 cent bags to put with my move ins so they have the bags.

How many recycling carts do you have and where do you place them? Three. They are next to where the dumpster are, so they are accessible to the residents.

How do you manage with move in and move out tenants? We ask them to flatten their boxes, and then we’ll deal with them. We put them into the carts to recycle, or we’ll save them for people that need to move out and want clean boxes.

Have you had any issues with contamination of the recycling? I check them. I’ll flip the lids up to look, and if I see cracker boxes, I’ll get them out and put them into the regular dumpster. I can’t do it everyday, but I try.

What are some of the pros and cons of the service that you may have experienced? Pros: The drivers are great. Con: None

Were you satisfied with this service? Why or why not? I was excited when the city decided to implement it into the apartment communities. I have visited places where they do massive recycling, and I think that’s a wonderful thing so we don’t put so much into landfills.

Is there anything we can do to improve the recycling service? Really it’s my responsibility to get the bins out. It’s a little more difficult when they are heavy to move, but it’s not a problem.

Have you witnessed a decrease in the volume of trash or overflow with the implementation of this service? Definitely, in fact I backed off one day on pickup so that they don’t pick up on Saturday, just Monday through Friday.

Have you received any feedback good or bad from your tenants? Its all been good.

Any other comments or concerns you would like to add? I’m just glad that we are able to participate in this and I have had such good success with it.

“Pros: the drivers are great. Con: None.”

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“We give them a pamphlet that outlines everything.”

Multi-family Dwelling Recycling Success Story

Brentwood Gardens

Brentwood Gardens

6302 Harper Dr. NE
(505) 821-0818
122 Units



What types of recycling information have you provided to your tenants? We sent out a pamphlet that outlined what could be recycled and what could not.

How many recycling carts do you have and where do you place them? Five. One by each dumpster and one by the mailboxes.

How do you manage with move in and move out tenants? We give them a pamphlet that outlines everything.

Have you had any issues with contamination of the recycling? Occasionally there are some items that don't belong, which I take out and toss in the dumpster.

What are some of the pros and cons of the service that you may have experienced? The bins seem kind of small some times. We get people who don't crush their items and throw a whole box in there.

Is there any thing we can do to improve the recycling service? It would be nice if more of our residents used it, because I see a lot of paper in the dumpster.

Does the city provide the resources to make this program successful? Yes.

Have you received any feedback good or bad from your tenants? When we first started, we only had four carts. We had several people asking for another cart which we did get.

“When we first started, we only had 4 carts. We had several people asking for another cart which we did get.”

Educational Efforts

**Recycling and trash information
at your fingertips!**

You get:

- A 'What Goes Where?' search tool
- Collection reminders, including for holiday changes
- A personalized collection schedule
- And more!

Download the FREE **Recycle Coach** app



Educational Efforts



Contamination Happens

- No. 1 issue in MFD Recycling Program
- Driver calls excessive contamination into Dispatch
- Send out Code Inspector to meet with Property Manager
 - Leaves literature
 - May remove contaminants if minor
 - May schedule extra trash pickup for a fee
- If extra trash fees become excessive, Manager pulls bin



Illegal Dumping



Lessons Learned

- **No. 1 issue is contamination**
- Helps to co-locate trash and recycling bins
- Expand the recycling container sizes offered
- Update outreach materials and website
- Increase promotion, education, and outreach



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Contact Information:

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cabq.gov/solidwaste/recycling



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Session structure – *after panelist presentations*

Group brainstorm/problem solving: 20 - 25 minutes

- a. Slide(s) with links/resources to existing collateral such as sample ordinance language, education materials, etc.
- b. Additional helpful ideas may include: Muni supplying recycling posters pre-printed in color that PMs can pick up every 6 months, Magnetic signage to place on outdoor recycling dumpsters, Move in ready kits, Multi-language signage
- c. If time, could explore solving one individual challenge or piecing together a holistic approach. Consider identifying one community in each group to solve for? This would provide political, land-use and staffing context?


Resource Links

Suggestions for success

1. Supply of recycling posters pre-printed in color that PMs can pick up every 6 months.
2. Magnetic signage to place on outdoor recycling dumpsters
3. Move in ready kits
4. Multi-language signage


EXAMPLES OF OOPS TAGS

Front



OOPS!

PLEASE LEAVE THESE ITEMS OUT!

 <p>Do Not Bag Recyclables and no garbage</p>	 <p>No Plastic Bags (return to retail)</p>
 <p>No Food or Liquid (empty all containers)</p>	 <p>No Clothing or Linens (drop-off only)</p>
 <p>No Tanglers, (no hoses, wires, chairs, or electronics)</p>	 <p>No Big Items (wood, plastic, furniture, or metal)</p>

Back

RECYCLE MORE OF THESE:

CANS

Aluminum
and Steel Cans



empty and rinse

CARTONS

Food and
Beverage



empty and
replace cap

GLASS

Bottles
and Jars



empty and rinse

PAPER

Mixed Paper, Newspaper, Magazines,
and Flattened Cardboard



PLASTICS

Kitchen, Laundry, Bath: Bottles and Containers



empty and replace cap

Questions?
Call City Department Name

123-456-7890

RECYCLING 'AMBASSADORS'



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Make a copy of this file before you start!

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