



Dear Property Manager,

In today's eco-conscious environment, tenants (especially millennials) are looking for sustainable programs as a key amenity when choosing where to live. Recycling programs can boost the aesthetics of your building, improve the conditions of the waste collection area, and create a positive sense of ownership with residents.

At the same time, legislation in some areas across the country have or are starting to consider requiring recycling in multifamily and apartment buildings.

As an owner or building manager, you are the key to the success of any recycling program. Waste Management has developed this easy-to-use guide and tools, available for free download at www.RORR.com, to help you maintain a successful program in three easy steps, and with a focus on three simple rules:



Recycle all empty bottles, cans, paper and cardboard.



Keep food and liquids out of the recycling.



Empty recyclables directly into your cart - NO bagged recyclables.

Everything you need to set up, refresh, and sustain a successful recycling program is in this guide! Thank you for your help reducing contamination and making recycling more sustainable. To download the simple, free guide, or find more information on recycling, visit www.RORR.com.

Toolkit Contents

Inside this Recycling Toolkit you will find tips and tools for setting up, refreshing and sustaining a successful recycling program at your property in just three easy steps.

Step 1: Evaluate &/or Set Up Recycling Infrastructure

Information on how to perform a site assessment, set up recycling bins on your property and train any staff. Tools include:



Recycling Bin Decal



Recycling Poster



Recycling Video



Setup Checklist



Trash Bin Decal



Recycling Bin Decal



Staff Factsheet

Step 2: Educate and Motivate Residents

Ideas for easy and creative ways to inform and engage residents in your property's recycling program. Tools include:



Letter to Tenants



Sample Newsletters



Recycling Poster



Doorhanger

Step 3: Sustain Your Recycling Program

A Recycling Program Checklist and other tools to keep your recycling program running smoothly throughout the year.



Letter to Tenants



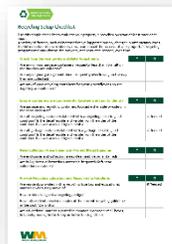
Sample Newsletters



Recycling Poster



Doorhanger



Setup Checklist

Step 1: Evaluate and/ or Set Up Recycling Infrastructure

As a multifamily property manager or owner, you hold the key to establishing a successful recycling program! It all starts with ensuring that your property has the necessary services and tools for making recycling easy and convenient for your residents.

Current and Optimal Service Levels

Evaluating your current garbage and recycling service level is the most important step in establishing an effective recycling program at your property.

Garbage

Evaluating your current garbage service level is as simple as taking a peek inside your garbage containers the day before collection day. If your garbage containers are generally 75-100% full on collection day, your service level is probably sufficient. If containers are consistently *less than 75%* full, consider reducing your garbage container’s size or the frequency of pick-up. Likewise, if garbage containers are frequently overflowing, consider increasing your service level.

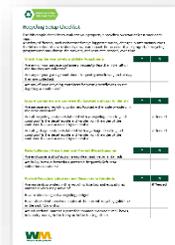
Recycling

Most properties have plenty of garbage capacity and not enough recycling. This often leads to recyclable materials being placed in the garbage. In general, properties should have an equal number of carts and/or containers for garbage and recycling. For example, a property with a 4 yard garbage container should have a 4 yard recycling container. See the table of recommended recycling service levels to the right.

Property Size	Recommended Recycling Service
2-4 unit	96 gallon cart
5-8 unit	1 yard
9-12 unit	1.5 yard
13-16 unit	2 yard
17-25 unit	3 yard
26-33 unit	4 yard
34-41 unit	5 yard
42-50 unit	6 yard
51-58 unit	7 yard
59-66 unit	8 yard
67-75 unit	9 yard
76-83 unit	10 yard
84-91 unit	11 yard
92-100 unit	12 yard
100+ Units	Get in touch with your Waste Management Rep for more info

Recycling Setup Checklist

Use this simple checklist to evaluate your property’s recycling program at least once each year. A variety of factors, such as increased recycling participation, changes in unit vacancy rates, the introduction of new residents, etc., can impact the success of your property’s recycling programs and may change the answers, and resources needed, over time.



Setup Checklist

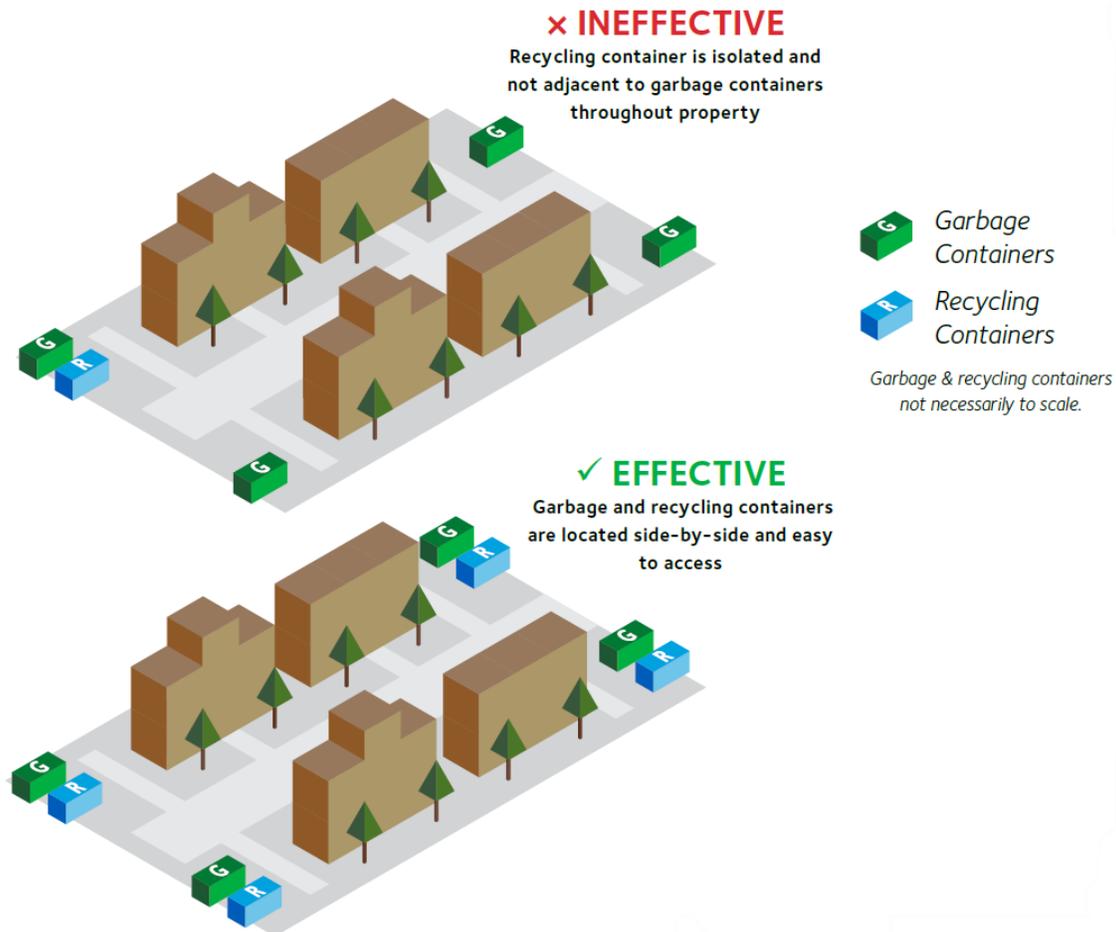
Placing Recycling Bins around the Building

Best Practices:

- Make sure that garbage and recycling containers are placed in an area that residents can access conveniently and easily, and that recycling and garbage containers are located close together, either side-by-side or in the same enclosure.
- Avoid having garbage and recycling containers in separate areas. When garbage and recycling containers are too far apart, residents may throw all of their materials in the closest container.
- Collect recyclables in multiple convenient, common areas like laundry room and mail areas.
- Ensure that containers are easily visible to residents.

Avoid:

- Placing containers near windows or doors where they might offend residents.
- Placing containers in isolated areas and areas with poor lighting.



Container Signage

Clear and visible signs on containers help residents easily identify where materials belong. Decals should be posted on all visible sides of the container.

Use this poster, available for free download at www.RORR.com to post around recycling areas, and distribute to tenants to keep as a list of acceptable materials. Be sure to include signage in English and Spanish (or any other language spoken commonly by residents).

Print and download additional bin signage over at <http://recycleoftenrecycleright.com/resources/for-home/> and encourage residents to do the same for their in-unit bins



Recycling Bin Decal



Recycling Poster

Train Janitorial Staff

Ensuring janitorial or housekeeping staff are trained on your recycling program is key to its success. They play a key role in keeping contaminants - especially plastic bags - out of your recycling bins. Distribute the Staff Recycling Factsheet to staff, and post it and the Recycling Poster in breakrooms or supply areas. Be sure to provide copies to new employees as they join your team.



Staff Factsheet



Recycling Poster

Helping Residents Set up Their Recycling Systems

Investing in fancy new bins for each unit isn't necessary for a successful recycling program. The vital component of a robust recycling program is educating and encouraging residents to set up a two bin system that fits their needs. Whether that is a small new bin, a cardboard box, an old laundry basket, or a reusable bag - a resident's recycling container should always be clearly labelled, and placed next to their trash container for easy access. Waste Management has developed more resources for residents setting up their in-unit recycling systems over at <http://recycleoftenrecycleright.com/get-started/>



Trash Bin Decal



Recycling Bin Decal

Step 2: Educate and Motivate Residents

As the manager/owner or resident of a multi-family building, your support is crucial to the success of your recycling program. You set the tone by example. You can communicate to your residents. We can help by providing you with education and outreach materials for your residents that are focused on the three simple rules of recycling. And you can encourage resident participation.

Kick It Off

If you are rolling out a new recycling program, be sure to communicate changes at least two weeks in advance. For example, you can:

- Place recycling posters on bulletin boards or near mailboxes
- Distribute Recycling Posters and/or Door-hangers to each apartment
- Announce the program through emails or newsletters. Sample newsletters are included in this toolkit.
- Ask residents to take the Recycle Often. Recycle Right.SM pledge to become a Recycling Ambassador at <http://recycleoftenrecycleright.com/>
- Host a kickoff event to start or revamp your building's recycling program. Bring everyone together in a common space, distribute signage and share ideas for setting up in-unit systems

NO PLASTIC BAGS

One of the most important rules to remember and promote to your tenants is that plastic bags are not acceptable in recycling containers.

If they choose to use a plastic bag to collect recyclables in unit, please empty that plastic bag of recyclables directly into the designated collective recycling container available.

Then, either put the plastic bag in the trash cart, reuse, or take it back to your local grocer for recycling.

Find a location nearby at: <http://www.plasticfilmrecycling.org/s01/s01dropoff.html>



Sample Newsletters



Recycling Poster



Doorhanger

Keep It Going

- Provide continuous education via a newsletter or e-blast. Sample newsletters are included in this toolkit.
- Provide leadership opportunities for motivated residents - let them lead building meetings, welcome and educate new tenants, and keep signage up to date.
- Because of tenant turnover, it is important to consistently provide outreach materials and reminders, and clearly introduce recycling policies to new tenants. Provide new residents with the Letter to New Tenants and Recycling Poster provided in this toolkit.
- Hand out posters, give updates on your building's recycling program, and review acceptable and non-acceptable materials at your building monthly or quarterly meetings (if applicable).
- Use e-mail, a website and social media to provide information, updates and photos. Link to www.RORR.com so residents can find more info about recycling and download tools.



Letter to New Tenants



Recycling Poster



Doorhanger

Step 3: Sustain Your Recycling Program

Congratulations! You have created a successful recycling program at your property. We know it is no small task to keep busy and distracted residents informed and motivated to recycle often and recycle right.

Here are some tools to keep your recycling program running smoothly and successfully throughout the year.

- Provide continuous education via a newsletter or e-blast. Sample newsletters are included in this toolkit.
- Because of tenant turnover, it is important to consistently provide outreach materials and reminders, and clearly introduce recycling policies to new tenants. Provide new residents with the Letter to New Tenants and Recycling Poster provided in this toolkit.



- Keep residents updated! Most apartment and condominium residents want to know if they are living at a property that cares about recycling and waste reduction. Regularly acknowledging residents for doing a good job recycling will go a long way towards keeping residents engaged in the property’s recycling program. On the flip side, if there are frequent challenges with things placed in or next to the garbage or recycling containers, let residents know how they can improve or help keep an eye out for issues.
- Fill out the Recycling Setup Checklist a minimum of once a year. Larger properties, or properties with more than two enclosures, are encouraged to reassess their recycling program bi-annually to keep up with larger-scale changes happening onsite. You may need to make changes to your service level or bin set up if you are checking “no” on the checklist.
- Keep visiting www.RORR.com for new education and updates.



Letter to Tenants



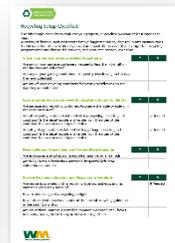
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