RECYCLING AND WASTE HANDBOOK

FOR Multi Residential Property Owners/Managers AND Superintendents
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Introduction

The objectives of this Handbook are to:

- Outline the City of Ottawa’s multi residential containerized waste collection program and summarize the services available to your building/property.
- Outline the role of the property owner/manager.
- Provide information to increase the awareness of residents and build a successful waste and recycling program.
- Inform you of other waste management services the City provides to help your building/property reduce waste.

Residents and property managers have a responsibility to ensure all materials designated as recyclable under the City’s program are kept separate from garbage and are properly placed for collection.

Your efforts will reduce garbage going to the landfill and SAVE YOU money.

Thank you for your assistance and participation.
Currently apartments, condos and multi-units recycle only 16% of their waste. Pop cans, plastic bottles, glass jars, newspapers and tin cans do not belong in a landfill.

**Why Bother Recycling?**

- **Save land** – by recycling more, Ottawa’s Trail Road Waste Facility (landfill) can last longer.
- **Save money** – if the City has to site a new landfill, it’s estimated at $200 million based on Toronto’s most recent landfill acquisition.
- **Protect our assets** – by recycling more items like paper, more woodlots are protected, fewer resources are used.
- **Create jobs** – recycling creates manufacturing and service sector jobs, and boosts the local economy.

**What Really Happens to Recycled Materials?**

- Ottawa’s recyclables are sorted and sold to different companies to reuse or make into new products.
- Most car parts, t-shirts, parkas, sleeping bags, home insulation, patio furniture and playground equipment are made from items you put in your recycling containers.

*By putting the right item in the right bin, the processing plant has fewer problems and program costs are reduced.*
Recycling

Recycling is mandatory for all Ottawa residents receiving City waste collection services. All efforts must be made by the property owner to make recycling containers available and accessible to residents.

Multi residential properties are provided a once-per-week collection of recyclable materials from front end loading (FEL) containers or recycling carts from the City’s contracted private hauler.

The once-per-week collection and processing costs for recycling, are covered under the property taxes and mill rate. There are no additional costs for the collection of recyclables to the property owner.

The following services/items are provided free of charge:

- Supply of FEL recyclable containers or recycling carts.
- Additional collections (whether scheduled weekly or the on-calls during a peak period).
- Container/cart repairs.
- Replacement or additional recycling FEL containers/carts.
- Handling services (there is no charge for the FEL recycling containers/carts to be moved by the contractor to facilitate collection including return to their original location).
Containers Provided

Recycling materials are collected in separate bins: a bin for paper and cardboard (referred to as fibre) and a second bin for glass, metal and plastics (referred to as GMP).

The City provides two different types of bins for recyclable materials collection depending on a property’s needs:

1) 360 litre recycling cart (**black** for paper and cardboard, and **blue** for glass/metal/plastic)
2) Front end loading (FEL) container (**yellow** for paper and cardboard, and **grey** for Glass/Metal/Plastic). FEL containers are available in 2, 3, 4, and 6 cubic yard capacities.

Any recycling containers/carts with graffiti, damage, or that require painting, should be reported to the City immediately.

To request additional containers/carts, exchange damaged ones, or request an extra collection, call the City at 3-1-1.

*It is the responsibility of the property owner to keep the recycling containers/carts clean at all times.*
Locking of Recycling Containers

Locking FEL recycling containers will reduce contamination and discourage scavengers.

The contractor supplies and will unlock, empty, and relock the containers on collection day during the spring, summer and fall months. Locks are removed for the winter as they freeze and prevent the bin from being emptied.

Scavenging recyclable materials is prohibited.
Please report any scavenging to the City.

Statutory Holiday Schedule: Recycling Collection

• When the regular recycling collection day falls on Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Ontario Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day or New Year’s Day, there is no recycling collection service on that day.

• The recycling collection schedule for the remaining days of the week will be delayed by one day, with Saturday making up for the missed day.
Paper and Cardboard

**Acceptable Recyclable Material**

- Newspaper and flyers
- Magazines and catalogues
- Corrugated cardboard
- Cereal and cracker boxes (liners removed)
- Shoe and laundry detergent boxes
- Fine paper such as writing paper, computer paper, paper pads, advertising mail
- Hard and soft cover books
- Paper egg cartons, toilet paper rolls and paper towel rolls
- Paper gift wrap, greeting cards
- Clean paper shopping bags or paper packaging
- Pizza boxes (if your building does not have a green bin)

**NOT Acceptable Material**

- Paper and cardboard lined with foil
- Cereal and cracker box liners, chip and cookie bags
- Chocolate bar and candy wrappings
- Foil wrapping paper, bows, ribbons

*Reminder: The paths leading to recycling containers must be kept safe and clear of obstructions such as vehicles, debris and snow.*

Refer to the *What Bin To Put It In* brochure for additional information on recyclable and garbage items. To view a copy of the brochure, visit ottawa.ca. You may also call 3-1-1 to request copies of the brochure.
Glass, Metal, Plastic, Cartons

Acceptable Recyclable Material

**Glass**
- Glass bottles and jars (remove lids)

**Metal**
- Steel and tin cans
- Soft drink cans
- Aluminum foil (clean or soiled)
- Aluminum pie plates, take-out containers, roasting pans, etc.
- Paint cans (empty, lids removed)
- Jar and bottle lids
- Aerosol cans (empty)
- Frozen juice cans, potato chip tubes

**Plastic**
- All food and household plastic containers #1-7 (e.g. bottles, strawberry or cake clamshells)
- Pails (remove metal handle)
- Planting trays and flower pots
- Tubs and lids (e.g. margarine, yogurt, ice cream, cottage cheese, sour cream, etc.)
- Single-serve yogurt containers
- Clear plastic egg cartons

**Cartons**
- Milk and juice cartons
- Drink and soup boxes

NOT Acceptable Material

**Glass, Ceramics**
- Ceramic dishes, cups and pottery
- Drinking glasses, window glass, light bulbs and mirrors

**Plastic**
- All Styrofoam containers and packaging
- Meat and cheese wrap, stretch wrap, cereal wrap, snack food bags
- Plastic dishes, cups, toys, make-up jars, laundry baskets
- Plastic garden bags for fertilizers, soil, peat moss, etc.
- Empty motor oil bottles
Contamination

Contamination in recycling containers is an important issue. It is the property owner/manager’s responsibility to make sure only acceptable items are deposited in the appropriate recycling containers.

All contamination should be removed from the containers before collection.

Contaminated Bin

- The contractor will refuse to pick up a contaminated FEL container/cart.
- The contaminated bin will be sealed with yellow tape and left by the contractor until the contamination is removed.
- The property manager is responsible to remove the contaminants from the containers/carts. When doing so, please remove only the contaminating material and do not dump the entire contents of the recycling container into the garbage dumpster.
- Once the contamination is removed, the property owner is responsible to call the City for collection.
- Visible signs or posters can be placed by recycling containers, to reduce the potential for contamination.

*Being proactive, checking containers/carts regularly and removing contaminating items daily will minimize contamination.*
The Green Bin Program and Leaf and Yard Waste Collection

The Green Bin Program, and leaf and yard waste collection are available to all multi residential properties.

Acceptable Material

- All food
- Pet food
- Kitty litter
- Animal fur, hair, feathers
- Cold fireplace ash
- Dryer lint, vacuum bag and its contents
- Microwave popcorn bags
- Soiled paper plates, cups (waxed or unwaxed)
- Waxed paper
- Soiled paper towels, serviettes, Kleenex
- Pizza boxes soiled with food
- Wood chips, sawdust
- Sugar, flour and potato paper bags
- Yard waste (branches, plants, leaves, grass)

NOT Acceptable Material

- Diapers or sanitary products
- Plastic bags (even compostable or biodegradable)
- Dog feces
- Plastic wrap
Collection

• Green bins and yard waste are collected once-per-week using curbside organic collection vehicles.
• Green bins and yard waste must be placed at the curb on the regular curbside collection day in your neighbourhood.
• Don’t know the neighbourhood collection day? Visit ottawa.ca for the collection schedule or call 3-1-1.
• Green bins and yard waste should not be placed out prior to 6:00 p.m. the night before collection and no later than 7:00 a.m. on the day of collection.
• If a statutory holiday falls on a weekday, green bin/yard waste is delayed by one day for the remainder of the week.

Containers Provided

The City provides three different sizes of green bins to multi residential properties, depending on the property needs:

• 47L green bin
• 80L green bin
• 240L green bin

The City also provides in-unit kitchen containers for residents.

There is no charge for additional green bins/kitchen containers. Call 3-1-1 and we will arrange free delivery.

Green Bin Program Implementation

Implementing the Green Bin Program in a multi residential building or property requires several site specific decisions, such as the best size of green bin, number of greens bins, storage location, set out location, resident communication and delivery details.

Call 3-1-1 today to set up a site visit with City Staff to determine how the Green Bin Program will work for your property.
Green Bin Maintenance

It is the responsibility of the property owner to keep the green bins clean at all times.

There is no charge for the replacement of damaged green bins. Call 3-1-1 to arrange free delivery.

Leaf and Yard Waste Reminders

- Please use compostable paper yard waste bags, a garbage can or cardboard box. Plastic bags are not accepted and will not be collected.
- Leaf and yard waste should not be mixed with any other type of waste.
- Please ensure containers and/or bundles do not weigh more than 15 kg (33 lbs) in weight.
- Bundle and tie branches less than 1.2 m (4 ft) in length, 60 cm (2 ft) in width.
- Individual branches should be less than 10 cm (4 in) in diameter.
- Wind-fallen fruit and pumpkins can be included.
- Soil, rock, logs and stumps are not accepted.

Buildings or properties that do not have leaf and yard waste collected regularly should call 3-1-1 at least 24 hours prior to collection day.

Christmas Trees

Christmas trees are part of the Green Bin Program.

Trees will not be collected if wrapped in plastic bags or contain decorations.

To avoid problems with collection or snow removal operations, place your Christmas trees at the curb the night before the scheduled collection day.
Garbage

All multi residential properties with six units or more are eligible to receive once per week collection of front end loading (FEL) garbage containers, as long as the building/property is actively participating in the City’s recycling program.

The City sets FEL garbage container collection limits based on the number of residential units in the building or on the property, and hires haulers to provide the collection. FEL garbage containers are available in 2, 3, 4, 6 and 8 cubic yard capacities.

Once-per-week garbage collection and disposal costs are billed as a separate fee and line item on your tax bill based on the number of units in your property; while organics, recycling and other waste diversion programs are funded through the overall property taxes and mill rate.

Additional Collections Beyond the Once-Per-Week Collection Schedule

If the amount of garbage exceeds the number of FEL garbage containers allocated by the City, the property owner must cover any additional garbage collection costs.

It is the sole discretion of the property owner to engage (or not) the City’s contracted hauler to empty privately owned FEL garbage containers for extra collections.

With respect to rented FEL garbage containers, collection must be purchased from and provided by the City’s contracted collection haulers.

Arrangements for additional collections, container handling services and container rentals are outlined in a customer service agreement between the contractor and the property owner. Any discrepancies regarding these arrangements must be resolved by these two parties.

The property owner will be invoiced by the contractor for these services on a monthly basis.

The City has established prices for extra collections, handling services and rental fees as part of its contract with the contracted waste hauler, thereby providing property owners with protection against price fluctuations over the life of the contract. Information on pricing can be obtained by calling 3-1-1.
Statutory Holiday Schedule: Garbage Collection

- There are NO changes in the garbage collection schedule when the regular collection day falls on the following statutory holidays: Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Ontario Civic Holiday, Labour Day, and Thanksgiving Day.

- When the regular garbage collection day falls on either New Year’s Day or Christmas Day, there is no collection service on that day for garbage. The garbage collection schedule for the remaining days of the week shall be delayed by one day, with Saturday making up for the missed day.

- **Bulkies (e.g. mattress/couch)**: As part of the biweekly curbside collection service, when the regular curbside garbage collection day falls on New Year’s Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Ontario Civic Holiday, Labour Day, Thanksgiving Day and Christmas Day, there is no collection service on that day for bulkies. The garbage collection schedule for the remaining days of the week shall be delayed by one day, with Saturday making up for the missed day.

FEL Garbage Container Set Out and Handling Services
(Winching/Pull Outs)

On the scheduled collection day, the property owner/manager should set out all containers by 7:00 a.m. and ensure they are accessible by the contractor.

If a property owner cannot bring the FEL garbage container(s) to the set out location, arrangements can be made through the City’s contracted hauler (at the property owner’s expense) to unlock doors, enter a building, unchain, winch or manoeuvre an FEL garbage container for the required distance in order to facilitate collection. The contractor is responsible for returning the FEL garbage container to its original location.

Handling Services Fees

- There is no charge to the property owner for the first three (3) meters of the handling distance of FEL garbage containers. After three (3) meters, the cost of the handling service is set at 85 cents per meter, one way.

- If the handling distance is more than three (3) meters, the contractor will charge the property owner starting at the first meter (i.e. the first three (3) meters will be included with the handling service fee).

- The contractor will not charge for the return of the FEL garbage container(s) to the original location.
FEL Garbage Containers and Compacted Garbage Containers

Rental versus Privately Owned FEL Garbage Containers

Front end loading garbage containers can be rented through the hauler or be privately owned by the property owner.

**Rental FEL Garbage Containers**

- The rental fee is based on the size of the container and is paid directly to the contractor on a monthly basis.
- The City’s contractor is responsible for the maintenance and repair of rented garbage containers.
- Any damaged containers (and related hardware - e.g. casters, lids or containers requiring painting due to rust, scratches or paint fading) should be reported to the City immediately.
- Graffiti on rented containers should be reported to the City immediately.

**Privately Owned FEL Containers**

- If the property owner owns the garbage container, he/she must maintain and repair the containers at their own cost.
- The City must be notified of any garbage containers removed or added to the building or property. If a container must be replaced/exchanged, the City must verify the size and type of container.

**Information on Compacting Garbage Containers**

- The City does not rent compacting garbage or recycling containers.
- The contractor is not required to disconnect or reconnect compacted garbage containers from and to the compactor unit or to collect any litter on the ground (unless caused by the contractor).
**Area Maintenance**

The paths leading to the collection area and the container collection must be kept safe and clear of obstructions such as vehicles, debris and snow on collection day. Failure to do so will result in the garbage container not being emptied. If an additional visit is required to collect the missed garbage, the collection cost will be at the property owner’s expense.

If your property plans any construction projects that may block access or otherwise affect your collection, please call 3-1-1 to make alternate arrangements for your pick-up.

**Container Maintenance**

The property owner is responsible to keep the interior and exterior of the garbage container clean to avoid odours and possible infestation.

The contractor is responsible for deodorizing both rental and privately owned FEL garbage containers after every collection during the spring, summer and fall.
Graffiti

Graffiti on containers should be reported to the City immediately by calling 3-1-1.

Damage Claims

Call 3-1-1 to report any claims regarding damages or incidents.

Info Required

Please notify the City at 3-1-1, upon any changes in management so the City is up to date with contact names, emails, and telephone/fax numbers.
Contaminated FEL Garbage Containers

FEL garbage containers will not be emptied if any of the following items are found in them:

**Recyclable Items**
- Recyclable items should go in your recycling containers, not the garbage containers. Please refer to pages 6 and 7 for a list of acceptable materials.

**Bulky Items – please see below**
- Items such as mattresses and furniture must not be placed in the garbage container.
- When you have items for pick up, please call 3-1-1 no later than one day prior to the regular scheduled curbside collection day.
- Don’t know the neighbourhood collection day? Visit ottawa.ca for the collection schedule or call 3-1-1.
- The City provides a bi-weekly collection service for bulky items using the curbside garbage collection vehicles. If your building fronts onto a street, place the bulky items at the curb for pick up on the regular curbside garbage collection day in your neighbourhood.
- If you are unable to place items at the curb, place items outside your building. Location will be determined by the City. Call 3-1-1 to set up a site visit.
- Collection vehicles must have clear, safe and unimpeded access to large items.
- Bulky items should not be placed out prior to 6:00 p.m. the night before collection and no later than 7:00 a.m. on the day of collection.

**Special Items**
- Construction waste
- Household hazardous waste
- Electronic waste
- Tires
- Needles and syringes
- Appliances

For proper disposal of special items, please refer to pages 18 and 19.

*It is the responsibility of the property owner to ensure recycling materials do not end up in the garbage.*
Special Items

Construction Waste

- The City’s waste collection service is provided for the disposal of regular household waste generated by residents. Waste generated during repair, renovation or construction work should not be placed in these containers.

- You must contact a private hauler for disposal of all construction waste.

Household Hazardous Waste

- Household hazardous waste such as batteries, turpentine, partially empty aerosol cans, fire extinguishers, fluorescent bulbs/tubes, unused paint and stain, etc. are prohibited in the garbage container.

- Household Hazardous Waste One Day Depots are held at different locations during the summer and fall months. Visit ottawa.ca/hhw or call 3-1-1 for hours of operation, locations and dates.

- Some household hazardous waste, such as motor oil or paint can be dropped off at Take It Back! retailers. Check the online search tool at ottawa.ca/wasteexplorer for a list of businesses that accept these products.

Electronic Waste

- Electronic items such as computers, monitors, keyboards, printers, disk drives, fax machines, televisions, radios, telephones, cell phones, batteries, etc. are prohibited in the garbage container because they contain valuable components and material that can be safely recycled to manufacture new products.

- Check recycleyourelectronics.ca for a list of nearby locations that accept electronics. This is an Ontario-based service and web resource operated by Ontario Electronic Stewardship (OES).

- Electronic items can be dropped off at participating retailers. Find out where you can return your electronics by visiting ottawa.ca/wasteexplorer.

Tires

- Tires are not collected by the City of Ottawa.

- They can be taken back at no charge to any Ontario Tire Stewardship registered drop-off locations listed at www.rethinktires.ca or check the online search tool at ottawa.ca/wasteexplorer for the nearest drop-off locations.
Needles and Syringes

- Needles, syringes and glass stem pipes are prohibited in regular garbage and recycling.
- This material can be brought to a one-day Household Hazardous Waste Depot or a Take It Back! partner. Check the online search tool ottawa.ca/wasteexplorer for a list of businesses that accept needles, syringes and glass stems.

Large Appliances

- The City does not pick-up large household appliances such as stoves, refrigerators, freezers, dryers, dishwashers, air conditioners, hot water tanks, oil tanks, etc. Do not place these items next to the FEL garbage container as they will not be picked up by the City.
- It is the responsibility of the property owner to make the proper arrangements for the collection of appliances.
- Check the online search tool at ottawa.ca/wasteexplorer for a list of businesses that pick up old appliances.

The City’s waste collection service is provided for the disposal of regular household waste generated by residents.

Take it Back!

Almost 700 Ottawa retailers will take back unwanted household items such as medications, hangers, car batteries and more.

Visit ottawa.ca/tib for details.
Communication Material

Free Communication material is available to improve the recycling program at your building/property. To obtain recycling posters, brochures, or labels for your recycling and garbage containers, or additional copies of the handbook, please call 3-1-1. (Labels are available in 8.5 x 11 and 18 x 24 inch sizes. Sample material is illustrated below.)
Paper and Cardboard ONLY
Papier et carton SEULEMENT

Please flatten
Veuillez aplatiser

Do not...
À NE PAS...

put in
metre aux
ordures

LARGE ITEMS
(i.e.: sofas, mattresses, furniture, televisions, etc.)
CONSTRUCTION AND RENOVATION MATERIAL
(i.e.: counter tops, wood, carpets, etc.)
LIANCES
refrigerators, washers, hot water heaters, etc.)
YARD WASTE
grass, branches, trees, etc.)
BLE MATERIAL
(i.e.: cardboard, metal and glass)
SYRINGES
(n.e.: hypodermic, medical)
TAIRES
motor oil, batteries, etc.)

GROS ARTICLES
(par ex. : sofas, matelas, meubles, télévisions, etc.)
MATERIAUX DE CONSTRUCTION
OU DE RENOVATION
(par ex. : comptoirs, bois, portes, tapis, etc.)
APPAREILS ELECTROMENAGERS
(par ex. : réfrigérateurs, lave-vaisselles, réservoirs à eau chaude, congélateurs, etc.)
RÉSIDUS DE JARDINAGE
(par ex. : gazon, branches, arbres de Noël, etc.)
ARTICLES RECYCLABLES
(par ex. : papier et carton, contenants en plastique, métal ou verre)
AIGUILLES ET SERINGUES
DÉCHETS DANGEREAUX
(par ex. : peinture, huile pour moteur, batteries, etc.)
PNEUS

For more information, please see your building manager or superintendent
Pour plus de renseignements, communiquez avec le gérant ou le concierge de l’édifice.

Still not sure where an item goes?
Check the Waste Explorer at ottawa.ca.
Vous ne savez pas où mettre un article?
Consultez l’outil Navigateur de déchets en ligne à ottawa.ca.

Don’t let any go to waste
Recycle!
Ne gaspillez pas ces articles
Recylez!
Thank you for your assistance and participation!