Property Manager’s Guide to
RECYCLING
& WASTE REDUCTION

Funded in whole through a grant awarded
by the California Department of Conservation.
1-800-RECYCLE
www.bottlesandcans.com
RECYCLING MADE EASY
Together we can do the right thing

California has an ambitious goal: reduce waste to zero! Unfortunately multi-family buildings face more challenges in implementing a recycling program than single-family homes. As a property owner or manager, you hold the key to setting up a successful recycling program at your facility—and the benefits are many:

- **Save money.** It’s an easy equation: the more garbage, the higher the bill. Bring recycling to your building, and you can reduce your garbage collection service and take advantage of the lower recycling service rates.

- **Help your community and the environment.** Recycling conserves landfill space and saves scarce natural resources. It can also bring new jobs and extra income to the community.

- **Make your building more attractive to tenants.** Most multi-family building tenants want to do the right thing and recycle. A good recycling program can be a selling point for your facility.

- **Be ahead of the curve.** California may soon be making recycling mandatory. You’ll be ready if you’re proactive and set up a recycling program now.

This guide is designed to support you each step of the way, and to help make your building’s recycling program a success. From planning to rollout and ongoing maintenance, this toolkit is filled with hands-on instructions, print-ready materials and all the contacts you need.

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1-800-RECYCLE
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* Electronic files of these resources can be downloaded for print at [www.ecoact.org](http://www.ecoact.org) (click on Zero Waste).
FIND YOUR LOCAL CONTACT
Map of haulers & local agencies

Multi-family buildings located in Monterey, Santa Cruz and San Benito counties are serviced by a number of different garbage & recycling haulers. They also fall under the jurisdiction of several public agencies in charge of waste reduction and recycling. Using the map below and corresponding table on page 3, find your hauler and local agency—both important contacts for setting up and maintaining a recycling program at your building.
# FIND YOUR LOCAL CONTACT

List of haulers & local agencies

<table>
<thead>
<tr>
<th>Building Location</th>
<th>Hauler</th>
<th>Waste Reduction Agency</th>
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<tbody>
<tr>
<td><strong>Monterey County</strong></td>
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<tr>
<td>City of Salinas</td>
<td>BFI Waste Services of Salinas (831) 775-3840 <a href="http://www.bfi-salinas.com">www.bfi-salinas.com</a></td>
<td>Salinas Valley Solid Waste Authority (831) 775-3000 <a href="http://www.svswa.org">www.svswa.org</a></td>
</tr>
<tr>
<td>Cities of Gonzales, Soledad, Greenfield, Spreckels CSD</td>
<td>Tri-Cities Disposal (888) 678-6798 or call your City Hall</td>
<td>Salinas Valley Solid Waste Authority (831) 775-3000 <a href="http://www.svswa.org">www.svswa.org</a></td>
</tr>
<tr>
<td>King City</td>
<td>Waste Management (831) 385-5694 City Hall: (831) 385-3281 <a href="http://www.wm.com">www.wm.com</a></td>
<td>Salinas Valley Solid Waste Authority (831) 775-3000 <a href="http://www.svswa.org">www.svswa.org</a></td>
</tr>
<tr>
<td>City of Monterey</td>
<td>Monterey City Disposal (831) 372-7977 <a href="http://www.montereydisposal.com">www.montereydisposal.com</a></td>
<td>City of Monterey (831) 646-5662 <a href="http://www.MontereyRecycles.org">www.MontereyRecycles.org</a></td>
</tr>
<tr>
<td><strong>All Other Monterey County Areas</strong></td>
<td>Waste Management (831) 796-2200 or (800) 321-8266 <a href="http://www.wm.com">www.wm.com</a></td>
<td>Monterey County Environmental Health Division (831) 755-4579 <a href="http://www.co.monterey.ca.us/recycle">www.co.monterey.ca.us/recycle</a></td>
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<tr>
<td><strong>Santa Cruz County</strong></td>
<td></td>
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</tr>
<tr>
<td>City of Santa Cruz</td>
<td>City of Santa Cruz Resource Recovery and Collection Division, Public Works Department (831) 420-5548 <a href="http://www.ci.santa-cruz.ca.us/pw">www.ci.santa-cruz.ca.us/pw</a></td>
<td>City of Santa Cruz Public Works Department, Waste Reduction Division (831) 420-5424 <a href="http://www.ci.santa-cruz.ca.us/pw">www.ci.santa-cruz.ca.us/pw</a></td>
</tr>
<tr>
<td>City of Watsonville</td>
<td>City of Watsonville Public Works and Utilities Department (831) 768-3133 <a href="http://www.watsonvilleutilities.org">www.watsonvilleutilities.org</a></td>
<td>City of Watsonville Public Works and Utilities Department (831) 768-3133 <a href="http://www.watsonvilleutilities.org">www.watsonvilleutilities.org</a></td>
</tr>
<tr>
<td>City of Capitola</td>
<td>Green Waste Recovery (831) 426-2711 <a href="http://www.greenwaste.com">www.greenwaste.com</a></td>
<td>City of Capitola, City Administration (831) 475-7300 <a href="http://www.ci.capitola.ca.us">www.ci.capitola.ca.us</a></td>
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<tr>
<td>City of Scotts Valley</td>
<td>Green Waste Recovery (831) 426-2711 <a href="http://www.greenwaste.com">www.greenwaste.com</a></td>
<td>City of Scotts Valley Wastewater/Recycling Department (831) 438-0732 <a href="http://www.scottsvalley.org">www.scottsvalley.org</a></td>
</tr>
<tr>
<td><strong>All Other Santa Cruz County Areas</strong></td>
<td>Green Waste Recovery (831) 426-2711 <a href="http://www.greenwaste.com">www.greenwaste.com</a></td>
<td>Santa Cruz County Public Works Department (831) 454-2160 <a href="http://www.santacruzcountyrecycles.org">www.santacruzcountyrecycles.org</a></td>
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<tr>
<td><strong>San Benito County</strong></td>
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<tr>
<td>San Benito County</td>
<td>Norcal Waste Systems of San Benito County (831) 636-7500 <a href="http://www.norcalwastesystemsofsanbenito.com">www.norcalwastesystemsofsanbenito.com</a></td>
<td>San Benito County Integrated Waste Management Regional Agency (831) 636-4110 <a href="http://www.san-benito.ca.us/departments/wm">www.san-benito.ca.us/departments/wm</a></td>
</tr>
</tbody>
</table>
In addition to your hauler and local waste reduction agency, the following organizations offer support to facility managers, ranging from hands-on advice on setting up a successful recycling program to energy conservation assistance and help with other efforts to “green” your facility.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Contact Information</th>
<th>What kind of assistance is provided?</th>
<th>Who can benefit?</th>
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</thead>
<tbody>
<tr>
<td>Ecology Action of Santa Cruz</td>
<td>(831) 426-5925</td>
<td>Program assistance and support for recycling programs at multi-family buildings</td>
<td>Facilities in Monterey, Santa Cruz and San Benito counties</td>
</tr>
<tr>
<td>Housing Authority of the County of Monterey (HACM)</td>
<td>Jean Goebel (831) 775-5022</td>
<td>Guidance and advice on recycling programs at multi-family buildings.</td>
<td>Multi-family buildings in Monterey County</td>
</tr>
<tr>
<td>Housing Authority of the County of Santa Cruz (HACSC)</td>
<td>(831) 454-9455</td>
<td>Guidance and advice on recycling programs at multi-family buildings.</td>
<td>Multi-family buildings in Santa Cruz County</td>
</tr>
<tr>
<td>Cal State University of the Monterey Bay (CSUMB)</td>
<td>Facilities Management &amp; Planning (831) 582-3709</td>
<td>Resources and support for student housing recycling programs</td>
<td>CSUMB Student/Campus housing facilities</td>
</tr>
<tr>
<td>University of California, Santa Cruz (UCSC)</td>
<td>Grounds Recycling Services (831) 459-3671, (831) 459-2663</td>
<td>Resources and support for student housing recycling programs</td>
<td>UCSC Student/Campus housing facilities</td>
</tr>
<tr>
<td>RightLights (a project of Ecology Action)</td>
<td>(888) 846-5050</td>
<td>Subsidized lighting upgrades and free professional assistance to help facilities lower their energy bills.</td>
<td>Facilities in San Mateo, Santa Clara, Santa Cruz, Monterey, and San Benito counties. Must be qualified PG&amp;E customer.</td>
</tr>
<tr>
<td>Central Coast Energy Services</td>
<td>(888) 728-363</td>
<td>Free energy conservation assistance, bill payment assistance, PG&amp;E discount rate program, home weatherization.</td>
<td>Facilities in Monterey, Santa Cruz and San Benito counties. Low-income residents only.</td>
</tr>
<tr>
<td>Monterey Bay Area Green Business Program</td>
<td>Monterey County: (831) 755-4579</td>
<td>Technical assistance to improve environmental performance. Green business certification and recognition/promotion of certified businesses and government agencies.</td>
<td>Businesses and government agencies in Monterey, Santa Cruz and San Benito counties</td>
</tr>
</tbody>
</table>
Recycling in Multi-Family Buildings

Containers & Accepted Materials

When you request recycling service for your building, you’ll receive dumpsters and/or carts, depending on your facility’s needs and available space. Container colors may vary by hauler.

- **Aluminum and Metal Cans**
- **Paper & Flattened Cardboard**
- **Glass bottles & jars**
- **Plastics** - Clean & dry plastic bags
- **Styrofoam**
- **Glassware & ceramics**
- **Window glass, mirrors**
- **Paper towels, napkins and plates**
- **Yard waste**
- **Diapers**
- **Garden hoses**
- **Food-contaminated paper & cardboard** (e.g. pizza boxes)

These items do not belong in the recycling cart or dumpster:
Bringing recycling to your building is not only the right thing to do, it can also save you money! Service rates for recycling collection are lower than for garbage, or even free (check with your hauler). The more your building recycles, the more you can save.

**Example***

**Before: Without Recycling**

One 4yd. garbage dumpster  
2 pick-ups per week  
$484.30/month

garbage only  
$484.30/month

**After: With Recycling**

One 4yd. garbage dumpster  
1 pick-up per week  
$288.83/month

One 4yd. recycling dumpster  
1 pick-up per week  
$92.61/month

Total: $381.44/month

garbage + recycling  
$381.44/month

**Savings:**  
$102.86/month=  
$1,234.32/year

*Calculation based on service rates in the City of Salinas as of March 2009. Check with your hauler for current rates in your area.
Step 1: Find Your Hauler and Local Agency
Identify your garbage and recycling hauler, as well as the public agency in charge of waste reduction in your specific location (see Contacts section, p.2&3). You will need to work with both to set up a new—or revive an existing—recycling program at your building.

Step 2: Schedule a Waste Assessment
Contact your local waste reduction agency to request a free on-site waste assessment at your facility. Mention that you are looking to set up a recycling program at a multi-family building. During the assessment, agency staff will evaluate the amount and type of waste generated, determine your building’s recycling potential and recommend changes to your current service.

Step 3: Adjust Your Garbage & Recycling Service
Contact your hauler and request service level changes based on the waste assessment results. This will likely entail the delivery of new containers or the exchange of existing ones. Place recycling area signs (see Resources, p.21) near the containers. Local agency staff can help you reorganize your garbage and recycling area, and coordinate with the hauler.

Step 4: Obtain Indoor Recycling Bins
Provide your tenants with indoor recycling containers (6-7 gallons) to collect recyclables and carry them to the building’s recycling area. In addition, pair each garbage can in the common areas with an indoor recycling bin. 23-gallon containers with lids, lined with clear plastic bags, work best for this. A label placed on each indoor bin will help identify acceptable materials. See Resources (p.23) for a list of bin vendors and the recycling label. Your local waste reduction agency may be able to provide you with a small number of free indoor recycling bins.
Step 5: Plan the Program Rollout

Work with your janitorial and/or maintenance staff to familiarize them with the recycling program and their role in making it a success. Point out any indoor recycling bins in the common areas and how to service them. Next, choose a date to introduce the new recycling program to your tenants and to distribute the indoor bins. Make sure the recycling area is set up prior to this date. Depending on the building size and available resources, consider a kickoff party, going door-to-door, or incorporating the rollout into an already-scheduled community meeting. See FAQ (p.10) for more planning tips.

Step 6: Inform & Invite Your Tenants

Use a variety of methods to reach out to tenants about the program rollout, at least 2 weeks in advance. For example, you can place posters on bulletin boards or near the mailboxes, distribute letters and/or door-hangers to each apartment, and announce the event through emails or tenant newsletters. Include contact information for tenants who are unable to attend. See Resources for sample materials.

Step 7: Hold Your Kickoff Event

During the kickoff party, community meeting, or door-to-door rollout, hand out a copy of the recycling brochure (see Resources, p.24), along with each indoor bin. Keep track of the apartments served. Engage tenants in conversations about recycling and tell them whom to contact with questions. Be sure to follow up later with tenants who missed the event. See FAQ (p.11) for details.

Step 8: Continue Outreach

Check the garbage and recycling area frequently to gauge participation in the program and to identify problems. Address issues and keep your tenants engaged by posting or distributing occasional reminder notices. If neither you nor caretakers are on-site, consider recruiting motivated tenant volunteers to help with these tasks. Review the Tips For Success section of this guide for more details and troubleshooting advice.
1. Won’t adding recycling to my current collection service cost more?

Not necessarily. In fact, most multi-family buildings that change from garbage collection alone to garbage and recycling collection can reduce their bill. The reason is that service for recycling is cheaper than for garbage, or even free (check with your local hauler). Your tenants will not generate more materials overall; they will just place them in different containers. If you can replace garbage dumpsters or carts with the same capacity for recycling, you’ll save. For a sample calculation, see Service Fees & Savings, p.6.

2. What if there isn’t enough room for the recycling containers?

You may be able to simply replace garbage containers with recycling containers, requiring the same amount of space as before. If you do need to expand your garbage area to accommodate recycling, consider converting currently unused space, like a rarely used parking spot. Your local waste reduction agency can help you optimize available space and recommend structural changes if necessary.

3. How can I minimize costs for the indoor bins?

Most plastic containers with a capacity of 6-7 gallons and a smooth surface to attach the label will work as indoor recycling bins for tenants. Shop around for the best price, using the vendor list as a starting point (see Resources, p.23). You can also use empty and clean 5-gallon paint buckets—often given away for free by painters. Local agencies may be able to provide a small quantity of free indoor bins.

To avoid having to re-purchase bins every time a tenant moves out, consider including language in the lease agreement that requires a deposit on the bin at the time of move-in. For sample lease agreement language, see Resources, p.22.

4. Where can I get the printed outreach materials?

All outreach materials mentioned in the Step-by-Step Setup instructions (p.7) are included in the Resources section of this guide (p.24&25). Most of the pieces can be downloaded at www.ecoact.org (click on Zero Waste). If you have trouble downloading, contact Ecology Action (see Contacts section, p.4). You may also want to check in with your local waste reduction agency to see if they have extra printed copies.
5. How do I plan the program rollout?

There are many ways to introduce a new recycling program. However, based on experience at other multi-family buildings, one-time kickoff events seem to work best. Review the pros and cons of the event formats listed below to help you plan a kickoff suited for your building. If you’re unsure, call your local waste reduction agency for advice. They can also refer you to other property managers who have started a recycling program and can share their experience.

- **Kickoff Fiesta**: A party for the tenants that combines food (for example, a barbecue), and entertainment (games, music, etc.) with an introduction to the new recycling program. Activities can include demonstrations on how to use the indoor bins and what kind of materials can be recycled, as well as a visit to the recycling area to show tenants where to take materials. As tenants arrive, they can be directed to a sign-in table where they receive their indoor bin(s) and a recycling brochure.

  **Pros**: Suitable for larger buildings. More fun = higher turnout. Highly visible (and audible if you have music!), so tenants who hadn’t planned on coming will be enticed into “joining the fun.” Party setting promotes conversations and community-building. Tenants associate the new program with a positive experience.

  **Cons**: Requires a suitable space (like a courtyard). Cost for food and entertainment. Preparation more time-consuming than for other recycling event formats. Works best with sufficient staff or volunteers.

- **Community Meeting or Open House**: A tenant gathering in the common area, either as a stand-alone event or added onto an already-scheduled tenant meeting. An “open house” format allows tenants to drop in and leave after they picked up their indoor bins and brochure. Similar to the “kickoff fiesta,” tenants can be directed to a sign-in table as they arrive and will see demonstrations on how the program works (use of indoor bins, recyclable materials, location of recycling area). Refreshments optional.

  **Pros**: Preparation less time-consuming. Low cost. Fewer staff/volunteers needed. Drop-in format encourages attendance of tenants with little time to spare. If added to an existing (and advertised) meeting, less outreach may be needed.

  **Cons**: Lower visibility = fewer spontaneous drop-ins. Less promotion of community-building. Less fun for participants.
**PROGRAM SETUP**
Frequently Asked Questions

- **Door-to-Door Outreach:** On a specific date, staff goes door to door to distribute indoor bins and information materials, and to explain the program. Use the recycling brochure to go over acceptable items and describe where the building’s recycling area is.

  **Pros:** Good choice in smaller buildings. No preparation. No extra cost. Few staff needed. Easy to keep track of who received the indoor bins and brochure.

  **Cons:** Time consuming in larger buildings. Some tenants may be uncomfortable with staff coming to their apartment. Demonstration with actual recyclable items difficult.

6. **How can I get help with the rollout?**

Think early about getting help, especially if you are considering a kick-off fiesta or an open house for your rollout. If you have caretakers at your building, involve them well in advance in the planning process. If you’re on your own, think about recruiting volunteers at your building—not only to help make the rollout a success, but also to support the program over the long term. (See *Tips For Success*, p.12 for details on recruiting volunteers.) You can also check in with your local waste reduction agency to see if they might be able to send staff to help with the rollout event and/or door-to-door outreach.

7. **How do I follow up with tenants who missed the rollout?**

During your rollout event, it’s important to keep track of which tenants have received their indoor bins and program information. To reach those unable to attend the event, or not home during the door-to-door outreach, consider leaving an indoor bin and recycling brochure at their door, including a note with your contact information. Non-resident managers may prefer to refer these tenants to an on-site caretaker or volunteer. If you’re concerned the bins might disappear, leave a note and then follow up by phone or email.

8. **What if my tenants don’t want to participate in the program?**

Most tenants of multi-family buildings support recycling and welcome a program at their facility. Some residents may be hesitant because they are concerned that the indoor recycling bins take up too much room. You can address this concern by suggesting suitable spaces in the apartment to store both garbage and recycling containers. Emphasize the program’s benefits: Recycling protects the environment, helps keep the building clean and attractive, and reduces disposal costs. If recycling is already underway at your building, use the fact that other tenants are recycling to persuade newcomers.
If you have kicked off your building’s new recycling program, congratulations! The hardest part of the work is done. But don’t stop there! Maintaining your program is key to ensuring long-term success.

**Keep the recycling area in good shape.**

A clean and well-kept recycling area will help make recycling a pleasant experience for your tenants. Replace recycling posters and bin labels if necessary, and check the area frequently to identify problems.

**Get help from volunteers.**

Consider enlisting the active support of motivated residents in maintaining the program, especially if management is off-site and there are no caretakers at the building. Volunteers can monitor the recycling bins, alert you to problems, and act as points of contact for other tenants. This is particularly important if your volunteers can communicate with non-English speaking residents of your building. Provide your volunteers with copies of the recycling brochure, and share relevant sections of this guide with them, such as the troubleshooting tips and "Beyond Recycling" information.

**Solicit feedback and listen.**

Invite comments and suggestions about the recycling program at meetings, through newsletters or word of mouth. Make it convenient: post your phone number prominently in the recycling and/or common areas, or put up a comment box. Check in frequently with the recycling volunteers and janitorial or maintenance staff. Respond to feedback and act on helpful suggestions.

**Keep your tenants motivated.**

Occasional reminders of the importance of recycling help keep your tenants engaged. Boost their enthusiasm by posting the amount of materials recycled on a regular basis, along with a list of recycling benefits for the environment and community. Contact your local waste reduction agency for these facts and for additional ideas. If your building has a bulletin board, create a designated “green corner” for this information. Consider competing for a recycling award, check with your hauler to see if they have a recognition program.

**Celebrate success!**

Reward your tenants for their efforts. This could be an acknowledgment in a resident newsletter, a posting on the bulletin board or a even a party—for example, on the anniversary of the program. If your building’s garbage bill has been lowered due to recycling, use some of the savings to buy refreshments for the festivity.
Most multi-family buildings have high tenant turnover. It’s important that you introduce new residents early to the facility’s recycling program to establish the right behavior before your new tenant has settled in.

Include recycling in the lease agreement.
You can emphasize the importance of recycling at the building by including it in your tenant lease agreement as building policy. You may also want to add language requiring a deposit on the indoor recycling bins which are returned when the tenant moves out. See Resources (p.22) for sample lease agreement language.

Provide indoor bin and recycling brochure.
If you have a move-in packet for new residents, make the recycling brochure a standard component. Briefly go over acceptable items and explain the purpose of the indoor bins. You can suggest some good spots in the apartment for both a garbage can and the indoor recycling bins.

Point out the building’s recycling area.
During the move-in orientation, visit the garbage and recycling area. This is also good time to let your new tenant know whom to contact with garbage- and recycling-related questions.

Address move-in specific discards.
Chances are your tenant has moving boxes, packing materials and possibly other items left over after the move-in is complete. To prevent all of this from ending up in the garbage, share the move-in tips (see Beyond Recycling, p.19) and encourage reuse and recycling.

Follow up.
Check in with the new tenant after a few weeks to answer questions about the recycling program and to provide positive reinforcement.
TIPS FOR SUCCESS

Troubleshooting

Even a diligently maintained recycling program may encounter some problems along the way. It’s best to be proactive and work out the issue before bad habits form or your tenants’ motivation to recycle is affected.

Request assistance from your local waste reduction agency or your hauler when solving problems. The Housing Authorities of Monterey and Santa Cruz Counties are also available to share their experiences and offer advice. For contact information see Contacts section, p.2&3.

Recyclable materials placed in the garbage and vice versa

Make sure garbage and recycling containers are placed next to each other or in close proximity to make it convenient for tenants to use them properly. Check to be sure labels and posters are in place. Review do’s and don’t’s in a resident newsletter, at meetings, or post a notice prominently in the common area. Place the recycling brochure next to the notice to remind residents of acceptable items.

Non-recyclable items placed in or next to the recycling containers

These materials may include furniture and other bulky items, electronic waste such as computer monitors, or even household hazardous waste like paint and used motor oil. These are neither recyclable through the curbside program, nor may they be placed in the garbage (some in fact are illegal in the trash). Proper disposal options are listed in the section Beyond Recycling, p.18.

Advise tenants that proper disposal is their personal responsibility, not that of the building. If this is a recurring issue, place a sign in the recycling area, listing the prohibited items along with appropriate drop-off locations. If necessary, post a warning that the area is under surveillance and threaten a fine.

Property management is off-site

Lasting success of your recycling program depends on regular monitoring and upkeep. If neither management staff nor caretakers are on-site, it is highly advisable that you enlist the support of volunteer tenants as the “eyes and ears” of the program (see also Maintaining Your Program, p.12). If you notice particularly motivated residents during the program rollout, approach them about volunteering. You can also post a “want ad” in the common area to recruit help. Arrange to check in with your volunteers on a regular basis, and consider offering perks such as a small rent reduction.
Scavenging

Scavenging creates noise and usually leaves the recycling area untidy. It may also discourage your tenants from fully participating in the program. To deter scavengers, post a sign in the recycling area, warning that scavenging is against the law and punishable with a fine, and that the area is under surveillance. While you may not be able to afford actual surveillance, encourage volunteer tenants to keep an eye on the area and to report scavengers to you or the police. Another option is to request lockable dumpsters with domed lids that are less prone to scavenging. Contact your hauler for availability.

Insects, pests and odor

These problems usually occur when recyclable bottles and tubs are not completely emptied and contain food residue. Containers should be emptied of all contents and rinsed out. Bring up the issue with your tenant volunteers to help spread the word and consider including a note in the resident newsletter or posting it in the common area. To have a dumpster steam-cleaned or exchanged, contact your hauler (fees may apply).

High tenant turnover

Frequent resident turnover can jeopardize the success of your recycling program. Make a thorough introduction to the program a standard component of your move-in procedure. If others are in charge of the initial contact with the new tenant, make sure they are well informed about the recycling program and have all the tools they need. For details see Getting New Tenants On Board on the previous page.

New janitorial/maintenance staff or property management

If there is a turnover in the staff or management responsible for the facility, pass on important materials, such as this guide, and whatever quantity of indoor recycling bins and outreach materials you may have. Give the new staff an overview of the program’s history and performance, including level of participation, outreach activities and challenges. Most importantly, introduce them to your contacts at the hauler, your local waste reduction agency, and on-site caretakers or recycling volunteers.
Recycling is good. Reuse and waste prevention is even better! Share these tips with your tenants, for example, by posting the information on your building’s bulletin board or in the common area.

**Tip:** If you have a resident newsletter, cover one reuse or waste prevention suggestion in each issue. Invite your tenants to contribute their own ideas and include them! Print your newsletter double-sided on recycled content paper, or even better, send it out by email.

**Encourage tenants to reduce “junk mail.”**

In the U.S. alone, nearly 100 million trees are cut down each year for unwanted mail. Residents can get off of most mailing lists by taking a few simple steps. Direct them to visit [www.stopjunkmail.org](http://www.stopjunkmail.org) or call 1-800-STOeWASTE for a free junk mail reduction kit. You can also order a larger batch of kits on behalf of your building and distribute one to each tenant.

**Help residents find homes for unwanted items.**

Furniture, home entertainment equipment, books, clothing and other household items in good condition can be sold or donated for reuse. Encourage your tenants to drop off their reusables at a local reuse organization such as the Last Chance Mercantile in Marina or one of the many thrift stores in the Monterey Bay Area. To find a nearby reuse business, call your area’s waste reduction agency (see Contacts section, p.2&3) or check out these online resources:

**Monterey County:** Visit [www.co.monterey.ca.us/recycle](http://www.co.monterey.ca.us/recycle) and click on “Reuse, Repair & Recycle Directory”

**Santa Cruz County:** Visit [www.santacruzcountyrecycles.org](http://www.santacruzcountyrecycles.org) and click on “Materials Reuse Networks”

**San Benito County:** Download a recycling and reuse guide at [www.san-benito.ca.us/departments/iwm/text docs/recycling guide.pdf](http://www.san-benito.ca.us/departments/iwm/text docs/recycling guide.pdf)

**Tip:** Suggest to your tenants selling or giving away reusable items locally by posting them on [www.craigslist.org](http://www.craigslist.org), [www.831classified.com](http://www.831classified.com) or [www.freecycle.org](http://www.freecycle.org) (join the Monterey Salinas FreeCycle group). Let them know these services are free.
Facilitate reuse at your building

Consider sponsoring a building-wide yard sale. If your facility cannot accommodate such an event, try making arrangements with a local charity for a special pick-up day at your location. Call your local waste reduction agency for suggestions and contacts.

To facilitate ongoing reuse, designate an area in the laundry room, garage, lobby or another common area of the building as a swap table. Invite residents to place items that are in good condition—such as books or children's toys—for others to take. This works best if you have at least one resident willing to keep the area tidy.

Bulky items

Occasionally (especially during move-outs) your tenants may need to dispose of large items that are not in reusable condition, such as broken furniture, old mattresses, and non-working appliances. Make your tenants aware that proper disposal is their responsibility, and let them know what their options are. In most areas, these include:

- **On-call pickup**: Contact your hauler for fees, acceptable items, and to schedule.

- **Collection events**: Some communities offer bulky item collection events at a central location once or twice a year. Drop-off is usually free. Contact your hauler or local waste reduction agency for details.

- **Self-haul**: All landfills and transfer stations in the Monterey Bay Area accept bulky items. Contact your hauler or local waste reduction agency for fees, acceptable items and hours of operation, or check their websites (see Contacts section, p.2&3).

Additional disposal options for appliances

- **Refrigerators and freezers in working condition only**: PG&E customers can schedule a free pick-up and receive a $35 rebate per appliance. Call (800) 299-7573.

- **Refrigerators, freezers, stoves, washing machines and other large home appliances, working or non-working**: Drop off at scrap metal recycling businesses. Pick-up can sometimes be arranged. For locations contact your local waste reduction agency or visit their website (see Contacts section, p.2&3).
Many common waste materials contain harmful chemicals. They are not safe to place in a landfill and are therefore illegal in the garbage. Please advise your tenants to keep the items shown on this page out of the garbage, and to dispose of them properly at the locations listed.

**Tip:** Post a list of items that are illegal in the trash—along with local drop-off locations—in a common area and/or distribute it to each tenant.

- Paints, thinners and solvents
- Used motor oil & filters, and other automotive products
- Cleaners, pesticides and other chemicals
- Batteries
- Fluorescent light bulbs and tubes
- Mercury thermometers
- Sharps such as needles, razors and syringes
- “E-Waste”: computers, TVs, cell phones, etc.

Residents can drop off all of these materials at no charge at the closest Household Hazardous Waste Collection Facility. Contact your local waste reduction agency for location and hours of operation.

Additional drop-off locations (free of charge) exist for the following materials:

- **Used motor oil and filters:** Call 1-800-CLEANUP or visit www.earth911.org for nearby locations
- **Latex paint, antifreeze, car batteries, household batteries, fluorescent light bulbs:** Ask your local waste reduction agency about recycling locations in your vicinity.
- **“E-Waste”:** Accepted at any landfill or transfer station in the Monterey Bay Region. Also look for sporadic collection events, frequently announced in the local media.

**Tip:** Consider organizing an E-Waste collection event at your building to make proper disposal of electronics even more convenient for your tenants. Your hauler or local waste reduction agency can help you find a registered e-waste collector to handle the materials.
When tenants move in or out, they usually find themselves with additional items to dispose of, such as packing materials and unwanted household goods. Use the tips below to promote reuse and recycling, and to prevent residents from dumping items inappropriately on the premises.

Provide the information to new tenants while they’re settling in, and to departing residents as soon as you learn they’ll be moving out.

Packing Materials:

• Moving boxes
  Reuse: Post online to give them away: www.831classified.com or www.freecycle.org (join the Monterey Salinas FreeCycle group). If moving out, this is a great way to find free boxes.
  Recycle: Flatten and take to the building’s recycling area.

• STYROFOAM™ peanuts:
  Reuse: Drop off at a mailing center (like FedEx or UPS). Call your local waste reduction agency for locations. See also section Reuse & Waste Prevention.

• Newspaper and packing paper:
  Recycle: Place in the building’s recycling containers.

• Bubblewrap:
  Reuse: Try local packaging stores and mailing centers to see if they accept it, or advertise on www.craigslist.org, www.831classified.com or www.freecycle.org.

Household items in GOOD condition:

E.g. furniture, books, electronics, appliances and clothing.
  Reuse: Drop off for donation at local reuse organizations. Call your local waste reduction agency for locations. See also section Waste Prevention & Reuse, p.16.

LARGE household items in POOR condition:

E.g. broken furniture, mattresses and box springs, etc. See section Bulky Items, p.17.

Household waste and non-working electronics:

See section Materials Not Allowed In The Garbage, p.18.
As property manager, you hold the key to making your building a positive place to live and work, while limiting any negative impact on the environment. The Monterey Bay Area offers a wealth of resources to support your efforts.

Energy Efficiency

Upgrading the light fixtures in your building’s common areas and improving the facility’s heating and cooling efficiency will conserve energy, reduce greenhouse gas emissions and lower your electricity bill. To get started, request a free on-site energy conservation assessment from RightLights or Central Coast Energy Services.

Rightlights
www.rightlights.org
888-846-5050

Central Coast Energy Services
www.energyservices.org
888-728-363

Note: This service is available to low income residents only.

Ecological Landscaping

If your property includes courtyards and other landscaped areas, practice environmentally friendly gardening to conserve water and to minimize the need for pesticides and other synthetic garden chemicals. The Monterey Bay Master Gardeners can assist you in selecting plants most suited to your location’s climate. Our Water Our World helps troubleshoot pest problems and find less toxic alternatives to garden chemicals. To hire a gardener certified in ecological landscaping, check out the Monterey Bay Green Gardener Program.

Monterey Bay Master Gardeners
www. montereybaymastergardeners.org
831-763-8007

Monterey Bay Green Gardener Program
www.green-gardener.org

Our Water, Our World
www.ourwaterourworld.org

University of California Integrated Pest Management
www.ipm.ucdavis.edu
Earth-Friendly Cleaning and Maintenance

Switching to less toxic janitorial cleaning products will benefit the environment and improve the health and safety of your tenants and staff. For building maintenance projects, choose paints that contain no, or only minimal, amounts of solvents that evaporate into the air after application. Green Seal certifies and lists environmentally preferable cleaners, paints and other building maintenance products.

Green Seal
www.greenseal.org

For best practices manuals on “green” building maintenance check out Green California, a program of the state’s Green Building Initiative.

Green California
www.green.ca.gov/EPP/Building

Tip: The Building Owner and Manager Association (BOMA) helps property managers improve their facility’s environmental performance. BOMA’s Green Resource Energy and Environment Network (GREEN) offers best practices, case studies and industry resources. Visit www.boma.org/Resources/TheGREEN.
Sample Lease Agreement*

Below is customizable sample language addressing the building’s recycling program, indoor bin deposit and move in/out requirements to include in your lease agreements.

Note: Before including this sample language in your building’s lease agreement, customize the items in BOLD.

**ADDITIONAL TERMS OF LEASE**

**Garbage & Recycling Collection:**

1. *(BUILDING NAME)* has an active recycling program that all tenants are strongly encouraged to participate in. Recycling protects the environment, helps keep our building clean and attractive, and reduces our disposal costs.

2. Recycling *(DUMPSTERS/CARTS)* are located next to or near the garbage containers. Only recyclable materials may be placed into the recycling containers. A list of recyclable materials is made available to each tenant upon move-in and can also be found on each recycling *(DUMPSSTER/CART)*. Additional lists are available from the manager.

3. **SECURITY DEPOSIT:** As part of *(BUILDING NAME)*’s Recycling Program, two indoor recycling containers will be provided to tenants upon move-in. A deposit of $10.00 will be charged for use of these containers and will be credited back to the tenant’s security deposit if the containers are returned upon move out.

4. **MOVE-IN AND MOVE-OUT:** When moving in or out, the tenant must:
   a. Place all recyclable materials in the recycling containers. Large cardboard boxes must be broken down, flattened and placed next to the recycling containers.
   b. Take all bulky items (mattresses, couches, TV’s, etc.) to a local reuse store or to the landfill or transfer station for recycling. Information about proper disposal locations is available from the building manager. If these items are left in the garbage and recycling enclosure area, a $25.00 fee for each item left will be deducted from the security deposit.
   c. Properly dispose of unwanted electronics and household hazardous waste (paint, batteries, cleaning supplies, car batteries, fluorescent lights, etc.) at the local Household Hazardous Waste (HHW) Collection Facility. Detailed information is available from the building manager. These items MAY NOT be placed into or next to the garbage or recycling containers. If these items are left in the garbage and recycling enclosure area, a $25.00 fee for each item left will be deducted from the security deposit.

**NEW RESIDENT:** Please initial and sign where indicated:

I have been given educational materials that explain what materials must be sorted from my garbage and recycled _____(initial)

I have been shown the building’s recycling & garbage area _____(initial)

*You can download this resource as a word document at [www.ecoact.org](http://www.ecoact.org) (click on Zero Waste)
Where to buy indoor bins

The following is a partial list of vendors offering recycled-content plastic containers suitable for use as indoor recycling bins for apartments and multi-family building’s common areas. The selection does not constitute endorsement by the California Department of Conservation, Ecology Action, or the authors of this guide.

**Busch Systems International:** 1-800-565-9931  
http://www.buschsystems.com/

**Enviro-Curb:** 1-800-655-0827  
http://www.envirocurb.com/

**Recy-CAL Supply Company:** 1-800-927-3873  
http://www.recy-cal.com/reccon.html

**The Fibrex Group:** 1-800-346-4458  
http://www.fibrexgroup.com/

**Norseman Plastics:**  
http://www.norsemanplastics.com

**Rehrig Pacific:** 1-800-421-6244  
http://www.rehrigpacific.com/

**Midpoint International:** 1-888-646-4246  
http://www.midpoint-int.com
RESOURCES
Materials available for your use

Electronic files of these resources can be downloaded for print at www.ecoact.org (click on Zero Waste)

Indoor Bin Labels
Label showing materials accepted in the recycling program, for use on indoor recycling bins for apartments and common areas.

Recycling Brochure
Brochure explaining how the building’s recycling program works, for outreach to tenants during program rollout or move-in.

Recycling Area Signs
Large signs showing materials accepted in the recycling program, to post near dumpsters and carts. Contact your hauler for more information.
RESOURCES
Materials available for your use

Electronic files of these resources can be downloaded for print at www.ecoact.org (click on Zero Waste)

Rollout poster
Poster inviting tenants to the recycling program rollout event, for posting in common areas.

Door hanger
Door-hanger inviting tenants to the recycling program rollout event, for distribution to each unit.
Sample Program Announcement Letter*

Customizable sample letter for distribution to each tenant, to announce the introduction of a building-wide recycling program.

Note: Before using this sample letter, customize the items in BOLD.

(Customize with property mgr's letterhead)

Dear (TENANT NAME),

As part of our Good Neighbor Policy, we strive to make (NAME OF FACILITY OR ADDRESS) as environmentally friendly as possibly. Recycling is an important practice toward this goal. I am proud to announce that we are introducing a building-wide recycling program, and would like to invite you to help us get the new program off to a good start.

Please join us (DATE OF EVENT) in the (LOCATION) from (START TIME) and (END TIME) to learn about the benefits of recycling and how the new program works. During the event, each unit will receive two free indoor recycling bins to collect recyclables inside the apartment, as well as a list of acceptable materials.

If you are unable to attend the event, please contact (NAME OF CONTACT) at (PHONE NUMBER) at your earliest convenience so that arrangements can be made to provide you with your free indoor recycling bins and program information.

We very much appreciate your cooperation. If you have any questions or concerns, please don’t hesitate to contact your building manager. Thank you!

Sincerely,

(MANAGER NAME), (TITLE)

* You can download this resource as a word document at www.ecoact.org (click on Zero Waste)