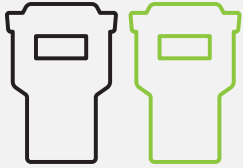


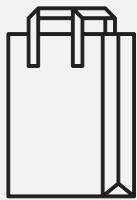
MULTI-FAMILY TOOLKIT

Everything you need to set up, refresh, or sustain a successful recycling program in your buildings is included in this Multi-Family Toolkit. Follow these steps to help both your tenants and janitorial staff keep recycling environmentally and economically sustainable.



STEP 1: EVALUATE AND SET UP RECYCLING INFRASTRUCTURE

Perform a site assessment, locate trash and recycling bins together on your property, and label all containers.



STEP 2: EDUCATE AND ENGAGE RESIDENTS

Set your residents up for recycling success from the first day with tools and resources to recycle right.



STEP 3: SUSTAIN YOUR SUCCESSFUL RECYCLING PROGRAM

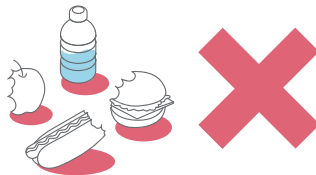
Keep your tenants motivated to recycle right with newsletters, reminders, tips and tools all found in this toolkit.

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.wm.com/us/en/recycle-right/recycling-resources - click Property Management. Thank you for your help reducing contamination and keeping recycling sustainable.

Always remember:



Recycle clean bottles, cans, paper, and cardboard.



Keep food and liquid out of your recycling.



No loose plastic bags and no bagged recyclables.

To learn more, visit
wm.com/recycleright

MULTI-FAMILY TOOLKIT CONTENTS

STEP 1: EVALUATE AND SET UP RECYCLING INFRASTRUCTURE

Recycling best practices include pairing all properly labeled recycling and trash containers together to make it convenient for residents to properly dispose of all waste. The following pages 3-5 explain how to optimize your containers sizes, collection frequency and how to properly label all bins.

Download the free resources at www.wm.com/us/en/recycle-right/recycling-resources. Click Property Management and get started setting up your recycling infrastructure or contact your sales person for more information.



Commercial Recycling Bin
Decal Glass Accepted
[\(Download\)](#)



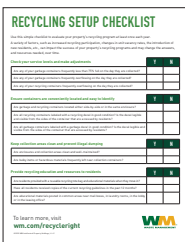
Commercial Recycling Bin
Decal Glass Not Accepted
[\(Download\)](#)



Residential Recycling Bin
Decal Glass Accepted
[\(Download\)](#)



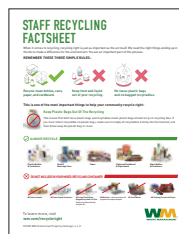
Residential Recycling Bin
Decal Glass Not Accepted
[\(Download\)](#)



Recycling Setup
Checklist [\(Download\)](#)



Recycling Video
[\(Watch\)](#)



Staff Recycling
Fact Sheet [\(Download\)](#)



Recycling Poster
Glass Accepted
[\(Download\)](#)



Recycling Poster
Glass Not Accepted
[\(Download\)](#)

To learn more, visit
www.wm.com/recycleright



MULTI-FAMILY TOOLKIT

STEP 1: EVALUATE AND SET UP RECYCLING INFRASTRUCTURE

Review the information below to ensure your property has adequate bin capacity and collection frequency to meet the needs of your tenants.

OPTIMIZE 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

To evaluate your current garbage service level, look inside 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 pickup. Likewise, if garbage containers are frequently overflowing, consider increasing your service level.

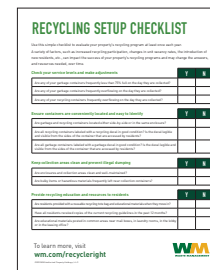
Recycling

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.

Recycling Setup Checklist

Download and 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, and the introduction of new residents can impact the success of your property's recycling programs and may change the answers, and resources needed, over time.

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
[\[Download\]](#)

To learn more, visit
wm.com/recycleright



MULTI-FAMILY TOOLKIT

PAIR TRASH AND RECYCLING BINS AROUND THE BUILDING

Best Practices:

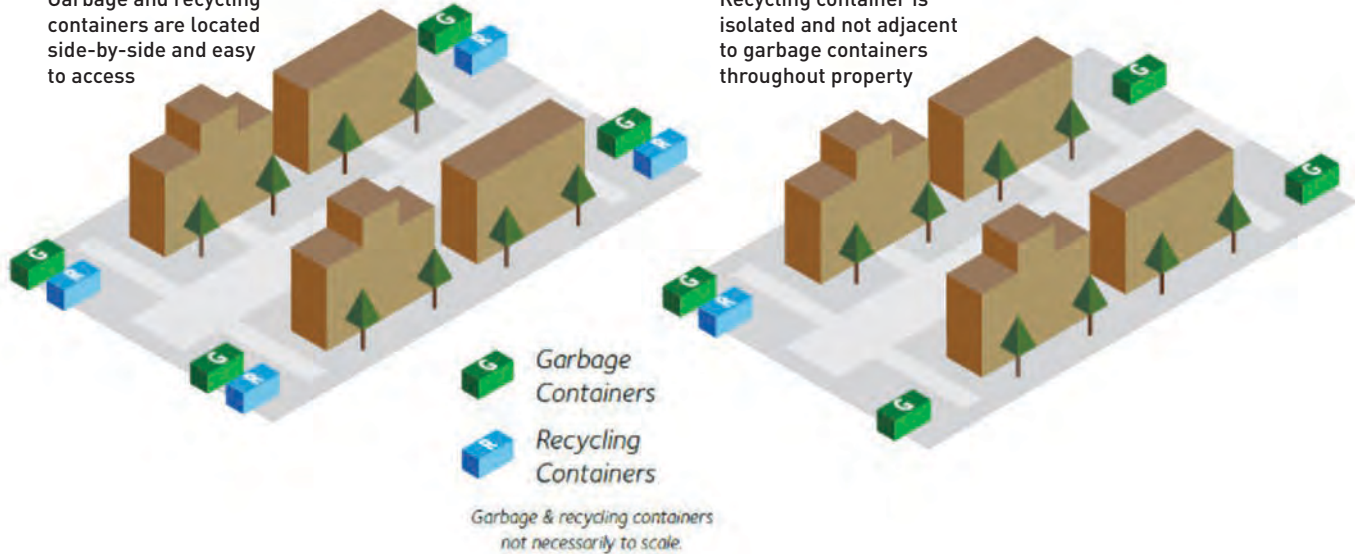
- Make sure that garbage and recycling containers are placed in areas that residents can access conveniently and safely, and that recycling and garbage containers are located close together, either side-by-side or in the same enclosure.
- Avoid having garbage and recycling containers in separate areas. When garbage and recycling containers are too far apart, residents may throw all of their materials in the closest container.
- Collect trash and recyclables in multiple convenient, interior 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.

✓ **EFFECTIVE**
Garbage and recycling containers are located side-by-side and easy to access

✗ **INEFFECTIVE**
Recycling container is isolated and not adjacent to garbage containers throughout property



To learn more, visit
wm.com/recycleright

MULTI-FAMILY TOOLKIT

LABEL ALL CONTAINERS

Clear and visible labels or decals on containers help residents easily identify where materials belong.

Decals should be posted on all visible sides of the container. Call your Waste Management sales rep or download decals.



Commercial Recycling Bin
Decal Glass Accepted
[\(Download\)](#)



Commercial Recycling Bin
Decal Glass Not Accepted
[\(Download\)](#)



Residential Recycling Bin
Decal Glass Accepted
[\(Download\)](#)



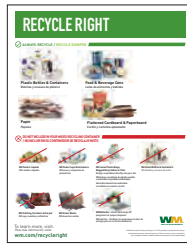
Residential Recycling Bin
Decal Glass Not Accepted
[\(Download\)](#)

In addition to properly labeling all containers, hang posters in areas where trash and recycling containers are located and distribute them to tenants to provide guidance on acceptable recyclable materials. Be sure to include signage in English and Spanish (or any other language spoken commonly by residents).

Print and download additional bin signage found at Recycle Right Resources and encourage residents to do the same for their in-unit bins.



Recycling Poster
Glass Accepted
[\(Download\)](#)



Recycling Poster
Glass Not Accepted
[\(Download\)](#)

TRAIN JANITORIAL STAFF

Ensuring janitorial or housekeeping staff are trained on your recycling program is key to its success. They play a key and important 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 Recycling
Fact Sheet [\(Download\)](#)



Recycling Poster
Glass Accepted
[\(Download\)](#)



Recycling Poster
Glass Not Accepted
[\(Download\)](#)

To learn more, visit
wm.com/recycleright

MULTI-FAMILY TOOLKIT

STEP 2: EDUCATE AND ENGAGE RESIDENTS

Now that the right size and number of properly labeled trash and recycling containers are in place throughout your property, it's time to engage residents and set them up for recycling success.

Download and distribute these tools to inform and motivate residents to Recycle Right.

NEW TENANTS

Welcome each new tenant with a Recycle Right reusable bag to conveniently collect recyclables in their units. Include a Recycle Right poster in each resident's reusable bag to show them what materials are acceptable to recycle.

You can order bags at wmgearstore.wm.com



NEW Recycle Right Reusable Bag

RESIDENT COMMUNICATIONS

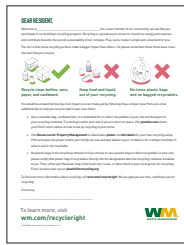
- Hang a Welcome Hanger on new residents' doors.
- Send residents a Welcome letter inviting them to participate in your community's recycling program or send an email announcing the new Recycle Right reusable tote bags for collecting in-unit recyclables.



Welcome Door Hanger
[\(Download\)](#)



Reusable Bag Email
[\(Download\)](#)



New Tenant Welcome Letter
[\(Download\)](#)



Recycling Poster
Glass Accepted
[\(Download\)](#)



Recycling Poster
Glass Not Accepted
[\(Download\)](#)

LABELS FOR RESIDENTS' INTERIOR CONTAINERS

- Residents can download and print these simple recycling labels that show acceptable recyclable materials and place on any interior recycling containers. Don't forget to label your trash containers too.



Trash Bin Label
(Food Waste Accepted)
[\(Download\)](#)



Trash Bin Label
Food Waste Not Accepted
[\(Download\)](#)



Recycling Bin Label
Glass Accepted
[\(Download\)](#)



Recycling Bin Label
Glass Not Accepted
[\(Download\)](#)



Organics Bin Label
[\(Download\)](#)

KICK-OFF YOUR RECYCLING PROGRAM

If you are rolling out a new recycling program or making exciting changes, be sure to communicate with residents two weeks in advance.

- Host a kick-off event to start or revitalize your building's recycling program.
- Announce the program through emails or newsletters - samples included in this toolkit.
- Distribute Recycle Right Reusable Bags to residents - include a Recycling Poster with each bag.
- Place Recycling Posters on bulletin boards or near mailboxes.

To learn more, visit
wm.com/recycleright



MULTI-FAMILY TOOLKIT

HELPING RESIDENTS SET UP THEIR RECYCLING SYSTEMS

Investing in new bins for each resident's unit isn't necessary for a successful recycling program, particularly when space is limited. The most important component of a robust recycling program is that residents set up a 'two-bin' system that fits their needs - one bin for trash and one for recycling. Whether that's a small bin, cardboard box, or Waste Management's new Recycle Right Reusable Bag, a resident's recycling container should always be clearly labeled and placed next to their trash container.

Our new reusable bag has the Recycle Right guidelines right on the bag so residents always know which materials to recycle. Collecting recyclables in this handy reusable bag makes carrying them to the building's recycling containers easy. Check out all the resources we've developed for residents when setting up their in-unit recycling systems with the Get Started videos on www.wm.com/us/en/recycle-right/recycling-resources. Click Home to see the video series.

Make sure residents know they can download and place the appropriate Recycling and Trash labels on their in-unit containers.



Trash Bin Label
(Food Waste Accepted)
[\(Download\)](#)



Trash Bin Label Food Waste
Not Accepted
[\(Download\)](#)



Recycling Bin Label
Glass Accepted
[\(Download\)](#)



Recycling Bin Label
Glass Not Accepted
[\(Download\)](#)



Organics Bin Label
[\(Download\)](#)

NEW!

A great way to set your residents up for recycling success is to provide them a Recycle Right reusable bag when they move in. Bags are durable and include what materials are acceptable to recycle right on the bags. Reusable bags can be ordered at wmgearstore.wm.com

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 residents choose to use a plastic bag to collect recyclables in their unit, please ask them to empty that plastic bag of recyclables directly into the designated community recycling container.

Then throw the plastic bag in the trash, reuse it, or take it back to your local grocer for recycling. Find a location nearby at:

plasticfilmrecycling.org



NEW Recycle Right
Reusable Bag

To learn more, visit
www.wm.com/recyclerright



MULTI-FAMILY TOOLKIT

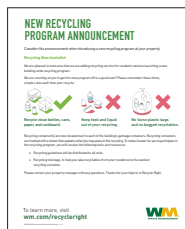
STEP 3: SUSTAIN YOUR SUCCESSFUL RECYCLING PROGRAM

Congratulations! You have created a successful recycling program at your property. We know it is no small task to keep busy residents informed and motivated to recycle right. Here are some tools to keep your recycling program running smoothly and successfully throughout the year:

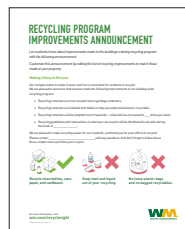
- **Newsletters** - Provide continuous education via email newsletters. Sample newsletter topics are included below.
- **Recycling Ambassadors** - Provide leadership opportunities for motivated residents to lead building meetings, welcome and educate new tenants, and keep signage up to date.
- **Recycling Education** - Because of tenant turnover, it is important to consistently provide recycling education materials and reminders, and clearly introduce recycling policies to new tenants.
- **Recycle Right Reusable Bags** - Provide new residents with Recycle Right Reusable Bags along with the Letter to New Tenants and Recycling Poster provided in this toolkit.
- **Poster and Signage** - Hand out posters, give updates on your building's recycling program and review acceptable and non-acceptable materials at your building meetings.
- **Resident Communication** - Use e-mail, your community website and social media to provide information, updates and photos. Visit www.wm.com/us/en/recycle-right/recycling-resources and encourage residents to visit and download recycling tools and resources.
- **Recycling Setup Checklist** - 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 bins set up if you are checking "no" on the checklist.
- Keep visiting www.wm.com/recycleright for new education and updates.



Recycle Right Reusable Tote Bag Newsletter [\(Download\)](#)



Recycling Newsletter Program Announcement [\(Download\)](#)



Recycling Newsletter Program Enhancement [\(Download\)](#)



Recycling Newsletter Community Pride [\(Download\)](#)



Recycling Newsletter Space Saver [\(Download\)](#)

To learn more, visit www.wm.com/recycleright