

TOOLKIT for SUCCESS: Multi-family/Apartment Complexes

Thank you for participating in the City of Chico and recycling and organics programs. Creating successful programs starts with the following steps:

STEP 1: SET UP YOUR ORGANICS & RECYCLING PROGRAM

Program Checklist.....	2
How to Set Up Your Disposal Area.....	3
Inform and Engage your Residents and Staff.....	4
Solid Waste Resources for Property Managers.....	5

STEP 2: EDUCATE YOUR RESIDENTS

New Resident Welcome Letter.....	6
New Organics Program Letter.....	7
What Goes Where.....	8
8 Items That Do NOT Belong in Recycle or Organics Containers.....	9
Items That Can be Dropped Off at the Butte County HHW Facility.....	10
Community Recycling Locations.....	11

STEP 3: SUSTAIN YOUR SUCCESSFUL RECYCLING & ORGANICS PROGRAM

Monitor and Track Your Program.....	12
-------------------------------------	----

Remind and motivate residents to recycle and compost correctly with posters, fliers, newsletter announcements, and additional resources.



Contact City of Chico Public works Department at 530-592-5541 or recycle@chicoca.gov for free counter top food scrap pails.

Recycling & Organics Program checklist

Use this checklist to ensure your recycling & organics programs are set up for success.

TIP



Avoid contamination, fees, and missed collections by reviewing your programs every year.

Is my disposal area set up for success?

YES NO

- There are recycling & organics containers next to every garbage container.....
- The waste area is clean and well-maintained, and containers are not damaged or vandalized.....
- There is signage on what goes into each container near/behind the containers.....
- All recycling & organics containers are clearly labeled with stickers.....

If you answered "NO" to any statement above, contact Recology / WM or City of Chico to discuss ways to improve your disposal area.

Is it easy for the residents to recycle & compost?

YES NO

- Property Manager has coordinated weekly garbage, recycling, or organics pickup for tenants.....
- Residents have received a resource list for bulky items, hazardous waste, etc.....
- All residents have received recycling & organics information in the past 12 months.....
- There are reminders on how to sort recycling & organics correctly in community newsletters/spaces..

If you answered "NO" on any statement above, visit Recology.com or WM.com to download fliers or contact Recology, WM or the City of Chico for help.

Do I need to make any adjustments to my service?

YES NO

- There are recyclables (ie: metal, clean paper) or organics (ie: food, soiled paper) in the garbage.....
- There is garbage (ie: plastic bags, dog/cat waste) in the recycle and/or organics.....
- The recycle and/or organics container(s) are full before collection
- The garbage container is less than 75% full at time of pick up.....

If you answered "YES" on any statement above, contact Recology/ WM or the City of Chico to change your service levels.

City of Chico
530-592-5541 or
Recycle@chicoca.gov

Waste Management
(530) 893-4777 or
Ohenders@wm.com

Recology
530-533-4783 or
rbccwastezero@recology.com

How to set up your Disposal area

Avoid additional fees from contamination and missed collections by following these best practices:

- ✓ Containers are labeled: Clearly mark recycling, organics, and waste containers by using different colors and signage.
- ✓ Equal access to all three streams: Make sure all three containers (recycling, organics, and garbage) are next to each other and easily accessible for resident use.



- ✓ Collect recyclables and organics at other commonly visited locations, including common areas, playgrounds, laundry rooms, mail depots, and management offices.
- ✓ Ensure that containers are visible and accessible to both residents and haulers and that signage is posted near/behind the containers.
- ✓ Use gates, walls, and plants to provide screening and discourage nonresident usage of the containers and minimize contamination.
- ✓ If there are any broken or vandalized containers, please contact Recology for replacements.



Inform and Engage Your Residents and Staff

Let tenants and employees know your recycling plans even before the containers arrive. An ongoing outreach strategy also is important.

Here are some ideas to get you started:

- Plan a potluck, picnic, or open house to create awareness about recycling at your complex.
- Publish an article about recycling and organics collection in your newsletter.
- Distribute fliers to each apartment with information on the location of recycling and organics containers and tips to recycle.
- Use e-mail, a website, and social media to provide information, updates, and photos.
- Include information on recycling and organics collection in the move-in letter to new tenants. You'll find a sample letter on page six of this packet.



Informational signs and posters should be kept current and posted in common areas such as laundry rooms, mail depots, workout centers, and the manager's office.

Here are some tips for effective signs:

- Make them easy to read with simple graphics and colors.
- If you have residents whose primary language is not English, translate your educational materials.
- Choose durable sign materials that will be protected from wind, rain, and sun. Replace damaged signs promptly.
- Signs should include clear information on what can and cannot be recycled. Styrofoam, plastic bags / packaging, and drinking glasses are commonly mistaken as recyclables.
- Signs should also include instructions on making sure recyclables are **Empty, Clean, & Dry**.
- Photos and illustrations can help explain what goes in recycling containers.



TIP ✓

You can download signage for printing wm.com and/ or recology.com/recology-butte-colusa/butte-county/guides-signage/.

Solid Waste Resources For Property Managers

Recology Butte Colusa Counties

2720 S. 5th Street, Oroville, CA 95965
530-533-4783
rbccwastezero@recology.com

Waste Management

Waste Management 2569 Ave., Chico CA
Mon-Fri 8 a.m. to 5 p.m.
530.893-4777
ohenders@wm.com

Recology and Waste Management offer curbside garbage, recycling, and organics services for the City of Chico.

Equipment & Signage Request

City of Chico
530-592-5541 or
recycle@chicoca.gov

Request indoor recycling and compost pails for residents and signage for your services containers and outdoor collection areas - all free of charge through the City of Chico.

E-Waste & Universal Waste Recycling

Neal Road Recycling & Waste Facility
1023 Neal Road, Paradise ,CA 95969
530-345-4917 • RecycleButte.net

Residents can drop e-waste items off at the Neal Road Recycling Facility free of charge. Some universal waste has a fee call first for more information.

Household Hazardous Waste

Butte County HHW Facility
1101 Marauder St, Chico, CA 95973

Residents can dispose of hazardous waste (pesticides/fertilizers, paint, auto products etc.) at the Butte County Household Hazardous Waste Center the every Friday from 9 a.m. to 1 p.m. and Saturday from 9 a.m. to 4 p.m.

TIP ✓

You can request a free waste assessment for your location. Contact Recology at rbccwastezero@recology.com, WM at ohenders@wm.com or the City of Chico at recycle@chicoca.gov to schedule a walk through to determine what your location needs to be more successful.

Welcome to Your New Home!

Dear Resident,

We take pride in creating a clean and healthy environment for everyone in the City of Chico (& beyond) and you can help by separating your recycling and organics correctly. Your property manager should gift you with a free recycling guide and a food scraps pail. If not, reach out to them to inquire for one.

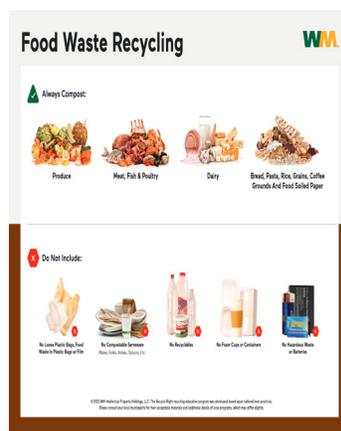


Why is it important to separate recyclables and organics correctly?

- Diverts waste from the landfill and conserves valuable resources.
- It is more economical to reuse our natural resources than to create new products from raw materials.
- Reduces the cost of garbage disposal.

Help us keep costs down and make our community cleaner and greener! Make sure your efforts don't go to waste by remembering these simple rules:

- **Know what goes where.** Visit Recology.com / WM.com to learn more.
- **Empty, clean, & dry** recyclables before placing them in the recycle bin (use 3 seconds of water total, shake or air dry, and put the lid back on).
- **Don't bag recyclables.** Place loose recyclables into the container.
- **Dirty and soiled (and cheap) paper belongs in compost.**



More information about recycling in Chico is available by 530-533-4783 • rbccwastezero@recology.com • www.recology.com/recology-butte-colusa • 530 893-4777 • ohenders@wm.com • wm.com • City of Chico • 530-592-5541 • recycle@chicoca.gov



The symbol does **NOT** always indicate that an item is recyclable. Double check if an item is recyclable.

Food Scrap Collection Now Available

Dear Resident,

We are pleased to announce our new organics program. We are excited to help the environment and the local Chico Community by reducing our landfill waste and creating a product that is used to help regenerate our soil and food sources.

Three steps to successful home collection of food scraps:

1



Collect food scraps while preparing meals, scraping plates, and/or cleaning out the refrigerator of spoiled food.

2



Empty your kitchen food scraps pail. No plastic bags including those that are “compostable” are allowed in the green organics container.

3



We'll take it from here! We haul your food to a local facility and within 60 days, it is made into rich compost that is used throughout the community and beyond to help regenerate the soil.

TIP ✓

Remember that all food waste including meat and bones can go in your curbside organics container. Check out www.recology.com/recology-butte-colusa or wm.com for more information.

How to Properly Sort Recyclables and Organics

Please note: Plastic bags jam sorting equipment and can cause the entire recycling facility to shut down. Do **NOT** put recyclables in plastic bags! Use a reusable bag or bin to carry out and empty recyclable directly into the cart.



DO NOT Bag Recyclables!
Recyclables must be **CLEAN, DRY, and LOOSE** to be recycled.

RECYCLING

Plastic # 1, #2, and #5, metal, clean paper and cardboard, and glass.



RECYCLE RIGHT To learn more, visit www.com/recycleright

Always Recycle

- Plastic Bottles & Containers
- Paper
- Glass Bottles & Containers
- Flattened Cardboard & Paperboard
- Food & Beverage Cans

Do Not Include In Your Mixed Recycling Container

- NO Food or Liquids
- NO Foam Cups & Containers
- NO Green Waste
- NO Batteries
- NO Clean Plastic Bags, Bagged Recyclables or Film
- NO Clothing, Furniture & Carpet

©2017 Wastewater Valley, LLC. The following materials are not accepted in the recycling bin: aerosols, auto parts, tires, paint, oil, hazardous waste, household appliances, large appliances, lawn mowers, stoves, space heaters, and other items.

COMPOST

All food scraps, meat, bones, & veggies.



Food Waste Recycling

Always Compost:

- Produce
- Meat, Fish & Poultry
- Dairy
- Bread, Pasta, Rice, Grains, Coffee Grounds and Food Soiled Paper

Do Not Include:

- No Lawn Mow Bag, Fuel, Gasoline, Oil
- No Disposable Plates
- No Appliances
- No Tires
- No Car Parts
- No Appliances

©2017 Wastewater Valley, LLC. The following materials are not accepted in the compost bin: aerosols, auto parts, tires, paint, oil, hazardous waste, household appliances, large appliances, lawn mowers, stoves, space heaters, and other items.

LANDFILL

Plastic bags & film, plastic utensils, straws, wrappers, food grade Styrofoam, dishes, hoses, and dog and cat waste.



TRASH

- Snack & Chip Bags, Candy Wrappers, Juice Packages
- Food Scraps, Food-soiled Paper (Pizza Boxes, Napkins, Take-out Containers)
- Plastic Wrap, Bags & Other Plastic Film
- Broken Glass & Dishes (Please Wrap)
- Diapers, Pet Waste, Disposable Gloves
- Aseptic Containers, Gable-top Cartons
- Hoses, Cords & Wire
- Polystyrene Foam & Packaging
- Plastic Utensils, Plastic Straws

Think Before You Throw. Reduce and Reuse. Keep reusable materials out of the landfill to minimize negative environmental impacts and recycle and reuse to reduce greenhouse gases. For example, donate gently used items to a non-profit organization, a second-hand store or clothing drive.

northvalley.wm.com 1530 893-4777

8 Items That Do NOT Belong in the Recycle or Organic Containers

TIP ✓

If you bag your recycling and/or organics it will not be able to be processed and thus end up in the landfill. Recycling must be loose, clean, and dry to be recycled. **When in doubt, find out!** Knowing what goes where keeps costs down.

These items are often mistakenly put in the recycle or organics containers. Learn to properly dispose of them.

Landfill

Throw away in the garbage container.

PLASTIC BAGS, FILM & CUTLERY



All plastic bags and packaging, utensils, and straws are garbage. Even if they have a “recycling symbol” on them they are not all recyclable, the symbol is just a resin code showing what type of plastic it is.

STYROFOAM



Styrofoam food ware or packaging is not allowed in the recycle or organics containers.

DOG / CAT WASTE



Dog, cat, and human waste belong in the garbage. Placing them in the organics or recycling container is a contamination violation.

Textiles/Clothes



Clothes/textiles (i.e. carpet) cannot be recycled in your recycling or organic container. They can be recycled/down-cycled by donating them to a non-profit.

Drop-Off

HHW Facilities



The items below **CANNOT** be thrown in the garbage, recycle, or organics containers.

BATTERIES



Batteries are hazardous waste and can cause a fire in collection trucks and/or at the processing facility if disposed of incorrectly.

PAINT



Paint must be taken to a Household Hazardous Waste Facility. Also select retailers will take back fresh leftover paint: paintcare.org/state/California.

ELECTRONIC WASTE



Electronic waste must be recycled separately due to the large number of hazardous components that must be removed for separate treatment.

FLUORESCENT LIGHT BULBS



Fluorescent light bulbs contain mercury so must be properly disposed of to ensure the safety and welfare of everyone.

HHW Items That Can Be Dropped Off at the Butte County HHW Facility

Moving or getting rid of stuff? The Butte County HHW Facility at 1101 Marauder St, Chico, CA 95973 is a one stop drop-off for a variety of household items.

BUTTE COUNTY HHW FACILITY

View a full list of accepted items and guidelines
<https://www.buttecounty.net/928/Household-Hazardous-Waste>

The following Items are accepted:
Friday: 9 am to 1 pm
Saturday: 9 am to 4 pm

PROPANE TANKS



You can recycle old propane tanks. Both large and small tanks are accepted.

PAINT



You can recycle unwanted house paint, solvents, thinners, and adhesives. Both latex and oil based products are accepted. There is a 15 gallon limit.

ELECTRONIC WASTE



Includes microwaves, T.V.'s, computer monitors and towers, cell phones, Ipods, DVD players, stereos, etc. There is a fee for non-CRT items, please call ahead for more information.

BATTERIES



Household and lead acid auto batteries (EV batteries are not accepted) are accepted including (Alkaline, Ni-Cad, & Lithium)

SHARPS



Sharps must be in a sealed and secure containers and dropped off at the Sharps kiosk adjacent to the Recology Office.

HOUSEHOLD HAZARDOUS WASTE



Includes, flammables, corrosives, toxics, oxidizers, propane tanks and smoke detectors. Visit the website for a full list of acceptable materials.

MATTRESSES AND BOX SPRINGS



Drop off mattresses and/or box springs for free. Limit 2 items per customer.

FLUORESCENT LIGHT BULBS



The HHW facility takes up to 4 feet of fluorescent tubes and 15 CFL bulbs free of charge.

Community Recycling Locations

CITY OF CHICO DROP OFF LOCATIONS

Thrift Stores

Goodwill

765 East Ave #100 Chico, CA 95926
Mon - Sun 9 a.m. to 9 p.m. & Sun 10 a.m. to 6 p.m.
530-893-8578

Accepts clothes, textiles and furniture in good condition, items that don't meet quality standard will not be accepted. Please call ahead to verify. Does not take any baby supplies (i.e. strollers, rockers and/or anything that holds the weight of a baby).

Salvation Army

700 Broadway St. Chico, CA 95928
Mon - Sat 10 a.m. to 6 p.m.
530-342-2192

Accepts clothes, textiles and furniture in good condition, items that don't meet quality standard will not be accepted. Please call ahead to verify. Does not accept dishwashers, mattresses, or baby supplies (i.e. strollers, rockers and/or anything that holds the weight of a baby).

The Arc Thrift Store and Donation Center

2020 Park Ave, Chico, CA 95928
Mon - Sub 10 a.m. to 6 p.m.
530-343-3666

Accepts clothes, textiles and furniture in good condition, items that don't meet quality standard will not be accepted. Please call ahead to verify. Does not accept dishwashers, mattresses, or baby supplies (i.e. strollers, rockers and/or anything that holds the weight of a baby).

Miscellaneous

Used Oil Drop Off Locations

AutoZone, 136 W East Avenue
AutoZone, 1843 Park Avenue
Jiffy Lube, 1218 Mangrove Avenue
Jiffy Lube, 2452 Notre Dame Boulevard
O'Reilly Auto Parts, 1618 Mangrove Avenue
O'Reilly Auto Parts, 2485 Notre Dame Boulevard
Pick-N-Pull/ Chico #82, 397 E Park Avenue
Pro Lube, 2485 Notre Dame Boulevard

Home Depot / Lowes

2580 Notre Dame Blvd/ 2350 Forest Ave., Chico CA
Mon - Sun 6 a.m. to 10 p.m.
530-538-0521

Accepts Compact Fluorescent Bulbs (CFLs) and rechargeable batteries only (no other batteries are accepted).

Walgreens

1042 Nord Ave, Chico CA
Mon-Sun 7 a.m. to 10 p.m.
530-566-1358
They have a safe medication disposal kiosk where you can drop off unwanted or expired medications.

Cardboard Drop off

Waste Management 2569 Ave., Chico CA
Mon-Fri 8 a.m. to 5 p.m.
530.893-4777
Provides a dumpster for free drop off of cardboard outside their front office.

Monitor and Track Your Program

It's important to monitor and track your recycling and organics program to assure success:

- ☞ Report your results to residents through posters or newsletters. Recology can provide you with information on the amount of material recycled and the amount going to the landfill.
- ☞ Maintain recycling and organics sites and check for litter, contamination, and the condition of signs.
- ☞ Continue outreach and education to tenants and staff as required by SB 1383.

Checklist for a Successful Multi-family Recycling & Organics Program

- ✓ Is recycling and organics collection as convenient as trash disposal?
- ✓ Is signage visible and understandable?
- ✓ Do residents have enough information about the recycling and organics collection system?
- ✓ Does the recycling and organics program have management and staff support?
- ✓ Are maintenance staff and leasing agents trained to answer questions and promote recycling and organics collection?
- ✓ Is the program adequately monitored for cleanliness and to prevent contamination, overflow, and trash?
- ✓ Are accurate records kept to determine true cost or savings?

TIP ✓

You can request a free training and presentations to help train staff/residents on all local program and procedures, Contact Recology at 530-533-4783 or WM at 530 893-4777 or the City of Chico • 530-592-5541 to set up an appointment.

