

**E&E FUND PROJECT #199:**

# MULTI-RESIDENTIAL RECYCLING SYSTEM IMPROVEMENTS

**RESIDENTS, SUPERINTENDENTS & PROPERTY MANAGERS**

# FOCUS GROUPS & INTERVIEWS

**January 2007**

**EXECUTIVE OVERVIEW**



**Essex-Windsor, Waterloo, Sault Ste. Marie, Ottawa, London, Peterborough, Sudbury**

## INTRODUCTION & ACKNOWLEDGEMENTS

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## 1.0 EXECUTIVE OVERVIEW


### 1.1 INTRODUCTION





This project was designed to evaluate system capacity by gathering feedback from multi-residential (MR) property tenants, superintendents and managers. Focus groups (16 with residents and five with superintendents) and interviews (35 property managers) were held in communities in Eastern, Western and Northern Ontario. The study sites were: Essex-Windsor, City of London, Waterloo Region, City of Ottawa, City of Peterborough, City of Sault Ste. Marie and the City of Greater Sudbury.

The host site municipalities were chosen to be representative of a broad range of multi-residential program types (service levels, program logistics), demographics and regional characteristics. Similarly, focus group participants and interviewees represented the full spectrum of multi-residential (MR) building types (high rise, low rise, condominiums) and tenants (demographics, income). Thus, the study results and conclusions should be relevant to any Ontario municipality with a multi-residential recycling program.




### 1.2 RECYCLERS

 Residents of MR buildings are no different than those in other forms of housing in Ontario, in that the vast majority believe that recycling is ‘good’. Public endorsement of the beloved Blue Box program is such that few people will admit to not recycling; it has become a ‘motherhood issue’. However, there is often a gap between abstract endorsement and day-to-day behaviour. Some MR recyclers have developed ‘bad’ habits. Changing habitual practices that relegate all household solid waste to the handy, built-in chute requires commitment to change and an amenable program. Recyclers need to be both educated about recycling and motivated to do it.

 The MR population is diverse (See the Context section for demographic data) and based on this study can be described as having the following recycling segments: ‘true believers’, ‘strivers’, ‘doubters’ and ‘dead beats’. This segmentation is based on considerable indepth and measurement studies conducted by Informa among primarily curbside recyclers. The same segments are evident among the MR recycling population, although the relative distribution of each segment may vary considerably. For instance, “strivers” and “doubters” may be more prevalent in MR programs than in efficient curbside collection programs.






<p><b>"TRUE BELIEVERS"</b></p>  <ul style="list-style-type: none"> <li>• Engaged, hold core values</li> <li>• Informed and active</li> <li>• Educators</li> <li>• Enthusiastic</li> <li>• Female skew</li> <li>• <b>Welcome program improvements</b></li> </ul>	<p><b>"DOUBTERS"</b></p> <ul style="list-style-type: none"> <li>• Focus on first generation items</li> <li>• Limited core values</li> <li>• Respond to community pressures</li> <li>• Can be motivated</li> <li>• Lack education/facts</li> <li>• Collection problems?</li> </ul> 
<p><b>"STRIVERS"</b></p> <ul style="list-style-type: none"> <li>• Believe in recycling/core value</li> <li>• Want to be good recyclers</li> <li>• Confused, lack information</li> <li>• Can be motivated</li> <li>• Missing tools (bins or list)</li> <li>• Collection problems?</li> </ul> 	<p><b>"DEAD BEATS"</b></p> <ul style="list-style-type: none"> <li>• Recycle little or no items</li> <li>• Lack core commitment/resistant</li> <li>• Motivated by negative ‘sticks’</li> <li>• Male skew with hostility</li> <li>• Disenfranchised/oppositional role</li> </ul> 

-  MR recyclers reside in a wide variety of different building sizes and heights; a great variety of programs have been set up in these contexts. In almost all instances, recycling is an ‘add-on’. It usually is secondary to the easy, garbage-chute solution. Smaller buildings or low rise MR household properties tend to have garbage bins and recycling carts stored in interior rooms or exterior areas. In these instances, recycling and garbage are on a level playing field.
-  MR housing tends to be compact, with limited or no on suite storage space; galley kitchens may or may not have adequate capacity to accommodate two streams of waste. Consequently, MR residents find that they are starved for space and may frequently remove waste to avoid mess and odours, especially related to food waste and food packaging.
-  MR residents choose this type of housing for a variety of reasons including its convenience which relieves residents of all maintenance roles. Waste separation and removal is the sole exception. However, residents have the option of choosing to separate their waste into two streams (waste and recyclables) or not.
-  MR residents recycle in isolation; contrast this with curbside recyclers whose blue box and garbage bins are objects of public scrutiny. Band-wagon behaviour and pressure to conform to community standards have greatly aided curbside programs. In addition, the curbside recycler is aided in their efforts; collectors provide feedback educating recyclers about what can and cannot be placed in their blue box. Further, curbside recyclers in many Ontario jurisdictions are required to reduce waste volumes or will incur a penalty for extra bags of garbage. A more detailed comparison of curbside and MR recyclers is presented in the Conclusion portion of this section.
-  MR recyclers have the option to generate as much garbage as they want; there are no bag limits or potential repercussions for not recycling or doing minimal diversion. Many simply walk a few short steps to the garbage chute and their load drops into the large building dumpsters. Out of sight, out of mind. There are ‘no eyes on the street’ to monitor behaviour or provide feedback. Hence it is not surprising that MR residents have little to no personal connection with their building’s program or the outcomes.
-  MR recyclers are operating on the basis of habit, imitation and partial information. At least two thirds of study participants did not have an up-to-date recycling list or materials educating them on the preparation of their recyclables. Consequently, residents are unwittingly contaminating recycling loads with many types of ineligible materials. The myriad types of plastics and composite material packages, for instance pose great challenges. Or they are selecting the recyclables using old information – they know the core items, such as newspapers, bottles and cans. Many recyclables “are getting away”.
-  MR residents may lack the second important tool for recycling – storage bins (mini blue box) or bag. It’s up to them to devise their own in-unit recycling centre, which often consists of plastic shopping bags. These bags are then used to carry recyclables to the blue carts. Diligent recyclers then have to sort materials into the appropriate bins; time pressures and disinterest leads to simply dumping the full bag in the nearest bin. MR residents believed that they should be provided with boxes or bags, akin to curbside recyclers who are given blue boxes for their recyclables.


-  MR residents rely on building operations to provide adequate space for their recyclables. The recycling carts need to be easy to access, well maintained and labelled with current acceptable and non-acceptable item lists. Often recycling areas present recyclers with challenges – access, capacity, information and cleanliness are wanting.
-  MR recyclers receive no formal feedback about the impact of their efforts. They are neither praised for their diversion nor guided to increase the volume of recyclables. Their estimation of how well the MR property is doing is simply by eye-balling the recycling bins – this evidence may send positive or negative signals. People’s willingness to redouble their diversion efforts or to ease off recycling can be influenced by the collective action of other residents.
-  MR recycling behaviour is also influenced by the practice of superintendents and the policies set by building management. Operations and management can set the tone for a recycling-friendly building or one that has minimal regard for recycling. The tone is set from the beginning of occupancy. Providing new residents with a recycling kit and a tour of the recycling facilities sends a positive message about the building practices.

### 1.3 BUILDING SUPERINTENDENTS

MR superintendents are as varied as the different types of properties they operate. They span a wide range of ages, genders, occupational backgrounds and operating styles. Three types were observed.






-  The first type of superintendent was ‘hands-on’, observant, problem-solvers and pro-recycling. They tend to have a productive working relationship with building management who understand the value that superintendents bring to their building, although cost containment is the dominant factor.
-  The second type, the ‘beleaguered’ operate in a context where they are badgered, bothered and hounded by bottom line oriented management and uninvolved, dissatisfied tenants. These superintendents bear the brunt of tenant dissatisfaction. Hours are long - work “25 hours a day, 8 days a week” and pay is meagre. Most likely, the recycling program is viewed as just another task added to the long list.
-  The third type is a new breed, the Customer Service Representative, typical of large apartment rental companies and real estate investment trusts (REITs). They operate in a hierarchical structure with control at the regional or head office. Superintendents and possibly regional management have no discretionary spending or operational power. No training is provided and maintenance tasks are handled by a core of part-time or contract workers. Usually they have a distant relationship with tenants/residents; it is strictly a business exchange.
-  Building superintendents are similar to residents in their abstract endorsement of recycling; however the programs they operate are contingent on having the support of management and the commitment of residents. In many cases, property management was seen to be out of touch with superintendent’s day-to-day tasks and challenges.
-  Recycling increases the superintendent’s workload – bins have to be checked and cleared of contamination and have to be maintained. On the other hand, a well organized, user-friendly

recycling area reduces the building's garbage dumpster requirements. Superintendents want recycling to operate smoothly but much is out of their control, in this regard.

-  MR superintendents have no means to control tenant's waste disposal behaviour. There are no penalties that can be applied to residents who refuse to separate their waste, choosing the easy garbage chute option or who contaminate recycling bins with unacceptable materials. They can issue warnings but in reality they are at the mercy of tenants. Some superintendents are very disheartened by their tenant's sloppy waste handling practices.
-  MR superintendents report that they are caught in the middle between tenant expectations and management's goals to drive profits. Most superintendents reported that they do not have the authority to provide necessary investment in upgrading their recycling programs with additional equipment and improved recycling areas (lighting, paint, enclosures for exterior bins).
-  MR superintendents operate recycling programs in isolation, attempting to problem-solve deficiencies without training or expert advice. Few managers are sufficiently attuned to this operational matter.
-  Recycling is a municipal responsibility; hence MR superintendents rely on the municipality to provide on-time, predictable, helpful collection service. The quality of service and the relationship between collectors and superintendents varied considerably, depending on the study location. The municipality is seen to be in control of collection and is the party who can take corrective measures to improve this service. This includes finding solutions to recycling capacity barriers with the provision of more recycling carts and containers that can handle bulky material like corrugated cardboard.
-  MR superintendents also rely on the municipality to educate and motivate residents to recycle. They expect the municipality to make the necessary recycling tools available for tenants. This includes recycling kits for new tenants, periodic distribution of up-to-date recycling lists and onsite print materials (bin labels, posters, etc.). Superintendents also supported the distribution of bags or 'mini' blue boxes; this tool would help tenants separate and store recyclables. Also, they hoped that these reusable items would help reduce plastic bag contamination.
-  MR superintendents indicated that they need to have access to a municipal contact in waste management who is prepared to answer their telephone inquiries and to pay periodic visits. They want regular program updates and expect delivery of tenant education materials. Face-to-face meetings with superintendents were seen to be the most productive way of providing necessary program support. Written materials directed to superintendents appears to be less effective – given time, and potentially, literacy barriers.
-  Public sector owned and operated MR properties are different; most appeared to have trained and monitored management and waste management plans. Although the co-op housing sector differs; each co-op creates its own system. They may lack training, carts and recycling tools and do not have additional funds to invest in upgrades.
-  The capacity issue looms large in some MR properties. They lack sufficient carts and may have no extra space to store new ones. Some superintendents are fearful of stimulating recycling via

distributing brochures/lists when there is insufficient capacity. They observe that overfull bins discourage recyclers and cause more work for superintendents (manually place in garbage dumpsters or collect from around the recycling carts).







#### 1.4 BUILDING/PROPERTY MANAGEMENT

-  The property management sector is populated by many companies and individuals with a diversity of operating styles and priorities. Industry sources report a lack of trained managers for this rapidly growing sector, given the relative explosion of condominium buildings in many of Ontario's urban centres. Despite building and operational differences the overall objective is to maximize profits while adhering to their contract with owners and renters.
-  The many issues that MR property managers cover and the sizable property portfolios that they handles mean that priorities have to be assigned. In the majority of cases there was a low focus on waste and recycling matters, unless management is onsite and aware of escalating waste removal costs.
-  Property investments focus on maintaining the building and meeting government codes. Some managers operate according to minimal standards. It would appear that a minority of property managers are leading edge investing in energy reduction measures; however their ability to allocate funds is dictated by the financial goals of owners.
-  Superintendents repeatedly claimed that their request for more recycling bins/carts fall upon deaf ears. Property managers refuse to invest in the recycling program, despite clear evidence that more recycling containers would reduce waste volumes. Bottom line oriented managers are missing opportunities to reduce waste hauling charges by refusing to make minimal investments in recycling containers; this applies to programs where recycling containers are not supplied free by the municipality. To illustrate, a 100+ unit Windsor apartment building achieved \$25,000 per annum savings by increasing recycling with more carts and a pro-active recycling superintendent.
-  Property managers delegate many operational tasks to superintendents, including waste handling. They are not usually providing guidelines that would drive superintendents to work on increasing recycling capture, unless they are attuned to the financial impacts of waste disposal.

Most property managers were not aware of the Ontario government regulation that requires recycling in buildings with six or more units. Nor were they aware of the government's goal to divert waste by 60% by 2008. Few property managers would be able to provide data on the gap between the property's current diversion rate and the 60% goal. Most expect that their superintendents would have a more accurate view of how well or poorly the building's recycling program is doing.

## 1.5 MUNICIPAL ROLE:

The city or municipal government receives funding through property taxes to provide basic services, including waste collection. This level of government is seen to be the initiator of, and to have responsibility for, solid waste programs in particular. Superintendents tend to have most contact with their local government on the waste handling matter; residents and property management, at a distance, benefit from city delivered programs. Yet all three sectors agree that their local government's duties include the following. The municipality:

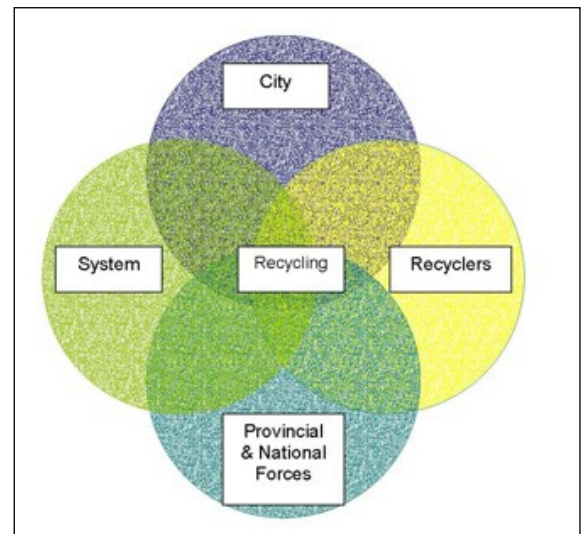
-  Manages collection services for garbage and recycling (direct or through contractor). May hire private contractor to provide extra collection and may also lease bins.
-  Manages disposal and sorting, storing and selling of recyclables. Local government keeps track of weights, etc.
-  Dictates type of collection containers, including recycling carts/bins and garbage dumpsters, unless contracting all waste services from private sector company.
-  Controls list of recyclables.
-  Manages landfill site, directly or through private sector contract.
-  May control bulky goods collection.  
Disposal of household hazardous waste (HHW) and other special waste categories.
-  Expected to provide tenant education/promotion and recycling tools (bins or bags).

The local government is seen to control the waste levers and as such is expected to have the expertise that superintendents and building management lack when it comes to designing and operating an efficient waste diversion program. However, superintendents in most of the study areas reported that they are working mainly in isolation and without the help of the municipal waste management experts.






## 1.6 FOURTH SECTOR – PROVINCIAL & NATIONAL FORCES

Multi-residential recycling diversion involves three sectors directly: residents/tenants to provide the 'feedstock,' building management and superintendents to create and operate user-friendly programs, and municipal waste management to provide collection and support education and promotions. This indepth, Ontario-wide study focussed on residents and property managers and their delegates, superintendents. However, in the process of studying the state of recycling in MR properties, it became evident that other forces have an impact on recycling attitudes and practices. Consequently, the introduction of a fourth sector, Provincial and national private and public sector interests and applications. They intersect with recyclers, municipal waste management and elected officials and MR building systems.



The health and performance of MR recycling programs is affected both directly and indirectly by many different provincial and national forces and a wide variety of public and private sector organizations, including:

-  Provincial government, Ministry of Environment set policies, enforce existing regulations and create new regulations i.e. diversion targets
-  Federal government – develop regulations reducing packaging volumes
-  Federal agencies, including policy, research and regulatory bodies, such as Canada Mortgage and Housing Corporation (CMHC), National Research Council (NRC)
-  National and provincial industry associations, including waste collection, manufacturing, architecture, interior design, product design and environmental construction design.
-  Provincial condominium management – Association of Condominium Managers of Ontario, representing many major property management companies.
-  Educational institutions, particularly community colleges providing training for property managers
-  Real estate investment trust's (REIT's) investors, accounting professionals
-  Condominium development companies, including, for example, Minto and Tridel (winner of the 2006 award of excellence for energy conservation)
-  Environmental organizations that focus on sustainable buildings and solid waste reduction

-  Manufacturers of recycling equipment including residential units, building carts/bins, waste collection vehicles etc.
-  Retail, distribution, product design
-  Media – print & broadcast content makers and advertisers with particular reference to shelter media i.e. Canadian Living, Home & Garden TV




If the ultimate goal of driving MR diversion to 60% is to be achieved, new business practices must be developed. This will include a wide variety of players with varying degrees of influence and impact. And, while the impact of many of the above listed sector representatives may be peripheral, others such as the Association of Condominium Managers of Ontario (ACMO) can be significant given their potential role in educating members. The aim, in this instance, is to apply the model of ‘training the trainer’. This will involve updating property manager training curricula to include a component on waste diversion in Ontario’s community colleges (e.g. Humber and Mohawk College) and private educational groups that provide training for property managers. Based on a cursory look at both community college courses and industry associations neither sector is addressing this issue.







Preliminary secondary and primary source inquiries among property managers, architects, urban planners and academics indicates that MR recycling/solid waste reduction issues are given scant attention. It ‘flies under the radar’ as current attention turns to building sustainability based primarily on low energy use. Also, there appear to be few studies examining the social dynamics of vertical communities.

## 1.7 STRATEGIES TO INCREASE MR RECYCLING





### 1.7.1 RESIDENTS

“We shape our tools and then our tools shape us.” Marshall McLuhan


-  The challenge is to create vertical communities centred on the common goal of waste reduction. Residents need to be educated and motivated to take ownership of their waste by first separating recyclables from waste, paving the way to separation of organics and HHW. In order to accomplish higher diversion of recyclables MR residential programs require key interventions, summarized below:
-  Residents need to be provided with recycling tools e.g. bags/boxes and print materials. Monitor distribution and impact of materials. Periodically conduct random sample telephone and/or e-surveys of MR residents to help identify recycling barriers e.g. lack of lists, bags, etc. and key points that need to be addressed in subsequent public education programs.
-  Literacy and language barriers must be addressed in designing educational materials by placing emphasis on the use of colour and pictures/illustrations rather than relying on people to read words. Minimize text and aim at all age levels.

-  Enlist residents in identifying and helping building operations address recycling barriers. Superintendents alone cannot be expected to identify all problems that confront recyclers. However, it should be noted that neither managers nor superintendents would welcome tenant organizing initiatives.
-  Invite residents to identify most effective spots to post education materials and signage, in addition to ensuring that all recycling bins have current labels.
-  Residents need to know about significant program changes – do not expect them to find out about it through the superintendent or word of mouth. Conduct on-going problem solving with the aim of driving convenience.
-  Provide residents with feedback about the current status of program and set realistic, achievable goals. Promote the goal and keep residents informed of progress. Communicate the list of major contaminants so that residents can take corrective actions.
-  Promote the purpose and benefits of recycling both directly to individual buildings and community-wide. Link recycling with sustainable, healthy communities.
-  Residents must have a sense of ownership and accomplishment for their recycling program. Identify local heroes and provide incentives for efficient recycling buildings.

#### **1.7.1.1 More Detailed View of Initiatives Aimed At Residents**

-  Residents, both short and longer term ones, noted that it was essential to give all new and renewing tenants print materials that would acquaint them with the building's program. This information in combination with well designed, high impact signage placed strategically – bins/carts, recycling areas, lobby, and laundry room – will help position recycling as an important task for residents. In addition, mass media messages and grass roots social marketing strategies are needed to keep reminding residents to make the effort given that many are not habituated to be diligent recyclers. The goal is to make recycling the norm among all sectors of the MR residential community.
-  Recycling momentum must be created with the municipality acting as community coordinator, prepared to assess program efficiency, identify barriers and advise on solutions. Superintendents require training, observation (superintendent feedback panels) and support.
-  Reach out to residents –locate those who are interested in recycling and those who are potential activists/organizers. Inform these volunteers on the status of building's recycling program and set a challenge. Some residents would join in a group activity, if there is leadership and assistance. (Possibly, link with local service clubs or environmental groups to assist in outreach, management and monitoring. Potential for selling residents recycling bags as a fundraiser in tandem with popular local charities, such as the foodbank.)
-  Create 'heroes' – residents (adults and kids), supers, building managers and building management companies who show exemplary action in moving recycling forward. Promote their achievements;

this acts as both a reward for a job well done and provides an incentive for others to take up the challenge.

-  Provide and regularly feed communication links: newsletter articles (events, new materials, tips, etc.) for insertion in tenant newsletters, condo board education, etc. Enhance municipality's MR recycling website page with information, Q & A, names of active groups and sources of volunteer assistance.







### **1.7.1.2 Remedial, Pilot Programs**

Create a series of pilots and monitor impacts of a variety of interventions designed to increase recycling aimed at the different audiences: recyclers, superintendents and property management. Pilots could include:










## **1.7.2 MUNICIPAL ROLE**

### **Enhancing Operational Skills & Recycling System Management**

The first step involves working with superintendents to ensure that the recycling program can efficiently handle any increased demand. This could include:

-  Creation of 'thumbnails', examples of different MR recycling settings that could apply province-wide. Although there is a huge variety of MR building envelopes with different space constraints, possibly six or eight different types could be identified as typical of the range of properties. Study the challenges and find remedies for each example. This repertory will be helpful to municipal waste management staff when they are working with the individual MR properties.
-  Education of superintendents and building managers using a variety of approaches, including face-to-face, onsite sessions. Do not expect superintendents to read much material - hand's on is preferred and more effective.
-  Working with superintendents to determine space and cart requirements. Analyze barriers and recommend solutions that will work in their buildings and that address building design barriers. Provide guidelines for improving recycling areas located on the exterior.
-  Provision of superintendents with direct contact with problem solvers, including name, phone number and email address. Train and allocate municipal resources to working specifically with the MR sector. This investment is advised at the outset in order to build up recycling expertise among superintendents and property managers.
-  Analysis of MR sector recycling conditions (what works and what doesn't? what can be done to make recycling more user-friendly) and create an inventory of solutions. Develop this inventory bearing in mind the needs of residents, supers/operations and management. Ensure that solutions comply with fire and health department requirements.
-  Examination of current recycling bin/cart size in relation to MR building size and capacity requirements. Identify opportunities where larger units are more user-friendly for both residents and

superintendents. To illustrate, recycling using 95 gal. carts in large buildings may not make sense (some buildings had 20+ such carts) or providing inadequate storage capacity for bulky corrugated cardboard.

-  Monitoring collector efficiency and reliability to ensure that they are providing consistent, helpful service. The goal is to work in tandem with superintendents/operations.
-  Addressing the issue of bin maintenance to ensure that they are periodically cleaned and disinfected.
-  A full cost analysis of waste handling needs to be developed in each municipality, based on the municipality and private sector waste storage, collection and waste hauling charges. Ideally, these case histories will identify potential operational savings that will ensue with the implementation of efficient recycling programs. The municipality must then be pro-active in providing these case histories to building management, superintendents and condominium association boards. Include this information on the municipal website for interested residents. If there are instances where operating low efficiency recycling programs have no negative cost impacts on property operations, the municipality should consider addressing this with increased fees for garbage collection.
-  Identification of funding opportunities (municipality, province and private sector) for enhancing MR recycling which would include more recycling carts/bins and enhancements of recycling areas (enclosures for external bins, lighting enhancements for unpleasant interior locations, etc.). Non-profit and co-op housing sectors will require additional funding.
-  Introduction special levies for MR properties that are below acceptable recycling levels and who resist making needed investments in upgrading their programs.
-  Examine and where feasible pilot programs/equipment that results in making each resident accountable for the amount of waste that they dispose. In these contexts introduce bag limits, similar to those for curbside recyclers.
-  Promote the addition of a legally vetted lease clause that creates tenant awareness of their responsibility to recycle. This will give property management and superintendents the tool that they need to deal with 'dead beats' who repeatedly contaminate the recycling stream or who refuse to recycle.
-  Create local training sessions for supers and building managers so that they learn how to operate efficient recycling programs. The ongoing process of keeping in touch with the moving recycling front could be aided by the introduction of special panels with property managers and superintendents. Separate panels are recommended given the hierarchal nature of these positions and potential conflicting goals. Panels could be useful for inviting feedback (i.e. new collection containers) and for problem solving.
-  Pose the challenge to panels of experts from diverse fields, including urban planners, developers, architects, engineers, sociologists, and urban community experts. This is an opportunity to seek solutions using a multi-disciplinary approach.

## 1.8 COMPARING CURBSIDE & MR COMMUNITIES & RECYCLING DYNAMICS

Waste management expertise has been largely focused on designing and implementing residential curbside collection programs. As municipalities extend their expertise in building capacity among the MR residential sector, it is helpful to understand that the community and recycling dynamics for curbside and MR recycling are significantly different.

The following section examines the chief characteristics of these two residential types and their recycling programs. The message for program designers and operators is that lessons learned from curbside recycling cannot be broadly applied to MR programs.

The Community Factors	Single Homes Horizontal Communities	MF Buildings Vertical Communities
Built-form	Horizontal homes with individually owned outdoor space, street address	Vertical homes – no/little outdoor space, unit address – no direct street access
Community – people flow	Public streets & sidewalks	Privately owned corridors – no public space
Community Design	Housing with green space, community centres, retailers, services	Building designed to maximize marketable (living, parking) space – no/low shared space (exercise facilities, common rooms, roof-top gardens – focus is inwards & separate from surrounding area
Ownership	Private, individual home owners	Rental & joint ownership (condominiums)
Property Maintenance	Home owner	Building manager – residents live maintenance-free
Healthy, safe community	“Eyes on the street”	Internal security cameras – type of gated community with no public access
Decision-making Control	Property owner	Building management & condominium board
Community Organizing	Community, ratepayer association, special interest grass-roots, informal groups	None in apartment buildings Condominium board – may or may not be pro-active
Relationship with local govt.	Direct reliance for services – waste, water, energy Pay property taxes	Delivered to building/complex & managed by complex No property tax bill
Communication between City & householder	Bills, notices, newsletters, calendars	None/few
Community communication	Door by door distribution, posters, local newspapers Informal – “over the garden fence”, word of mouth, community events	Notices posted in elevators & bulletin board Maybe periodic internal newsletter No “bldg. community” events
Identification with Surrounding Community	May be strong – people proudly live in “Cabbagetown” or “The Glebe”	New buildings – possible low connection with surrounding community – limited avenues for interacting with neighbours
Relationship with Neighbours	Minimally aware of who lives next door May cooperate on joint project – share pride of place	Likely do not know neighbours (who lives on your floor) No opportunity to do something to improve home/unit/building

<b>Recycling Program Factors</b>	<b>Single, semi's &amp; terrace Curbside Recycling</b>	<b>MF Buildings Vertical Communities</b>
Waste program design control	Recycling, yard waste, bulky goods, HHW	Building developer & owners – many not trained
Recycling & Diversion	At curbside, public for all to see	Hidden from public view – bulk carts & bins
Waste Pick-up Location	House by house inspection – evidence of amount of waste & recyclables bag limits & charges – neighbours monitor street performance	Building by building – anonymous/bulk loads, no individual household identity/no responsibility - no volume limits
Collection	Regular weekly/bi-weekly collection – early morning set-out	24/7 access – no “set-out” time restrictions
Role in Collection	Must place garbage & recyclables at curbside – retrieve empty bins & cans	None – 24/7 disposal
Collector Feedback & Education	Leave behind non-recyclables & may leave “education” notices	None direct to resident – bulk loads may hide contaminants
Recycling Tools	Municipality provides blue boxes (mainly free) & annual recycling list, support promotion High penetration of carts & lists Learn from neighbours	Distribution controlled by building mgt./supers Low penetration of bins/bags & lists Expect City to provide bags/carts & education campaign
Household Storage Space	Large – big footprint Internal options (basement, laundry room, garage) & external space (porch, yard)	Compact – small footprint, Limited storage, few closets or built-in units
Kitchen Design & Space	Getting larger – open concept design popular	Galley kitchen – no excess cupboards or open floor space
Economic Consequences	Vary per location - fines for extra bags, pay per throw, purchase of kraft bags, property tax bill (may be itemized)	None for most - only available to condo owners – no/low awareness of cost - may not be a Board priority
Degree of Involvement in Recycling	Medium to high requirement depending on bag limits, social pressure, etc.	Low involvement
Performance Feedback	See number of bags & bins – may have limits – neighbours monitor	None – take cues from bulk cart volume & content