



City of Los Angeles
Department of Public Works • Bureau of Sanitation



Multi-Family Recycling

Solid Resources Citywide Recycling Division
Reduce, Reuse, Recycle, and Buy Recycled



“Don’t just
stand there;
recycle
something”

-Recycle Robot



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SRCRD is responsible for the development and implementation of effective and economically feasible source reduction, recycling, buy-recycled, and reuse programs, activities and policies. This is accomplished through technical assistance provided to business, industry, governmental agencies, and various community groups seeking to increase responsible waste management along with outreach programs, educational programs, public events, workshops and seminars. SRCRD continues to initiate public/private partnerships while encouraging the development of sustainable commercial markets for recyclable materials and recycled content products.

**THIS GUIDE DOES NOT CONSTITUTE AN ENDORSEMENT BY THE CITY OF LOS ANGELES
OF ANY BUSINESS ENTITY, PRODUCT, PROCESS OR SERVICE.**

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REDUCE

REUSE

RECYCLE

INTRODUCTION

Reducing waste and recycling are ways for multi-family complex owners, managers, and management companies to reduce disposal costs. The practice of Reduce, Reuse, and Recycle, sometimes referred to as the three “R’s,” can create financial benefits when applied to multi-family households.

Along with reducing your disposal costs, you will be helping the City of Los Angeles meet its goal to divert usable materials from the landfills. The City exceeded the state mandated diversion goal of 50% for the year 2000, and has adopted a further goal of 70% waste diversion by the year 2020.

Unlike several California cities who have opted for mandatory recycling measures, the City of Los Angeles is helping to develop strategies for voluntary recycling programs.

By reading this guide you will have taken the first step toward developing a waste prevention and recycling program for your multi-unit complex.

Over 44% of all housing in Los Angeles is in buildings with five or more units. Be part of the solution by starting a recycling program.



The six components of a “good program” are:

1. Waste Assessment
2. Designing a Recycling Program
3. Key Players
4. Educational Outreach
5. Waste Reduction is #1
6. Buying Recycled

I. WASTE ASSESSMENT

Assessment

A waste assessment determines the following:

- Who are the key players?
- What is the building layout?
- What are the recycling options?
- How will you pay for recycling, if there is any charge?
- Will there be savings in trash hauling fees to compensate for this cost?

The following checklist will help you:

Where does the trash go after it leaves a household unit?

- Outside Dumpster
- Chute
- Trash Room
- Other: _____

Who picks up the trash?

- Private Waste Hauler
- City

How often is trash collected?

- Once a week
- Twice a week
- Other: _____

How many trash containers are there? _____

What is the size (cubic yards or gallons) of the container? _____

- Example: Dumpster (3 cubic yards) _____
Bin (2 cubic yards) _____
Can (90 gallons) _____
Other: _____

How is payment made for disposal?

- Flat fee per pick up
- Flat fee per month
- By weight
- By volume

What is the approximate cost per month? _____

How are residents charged for trash services?

- Included in the rent, lease or maintenance fees
- Billed as a separate cost

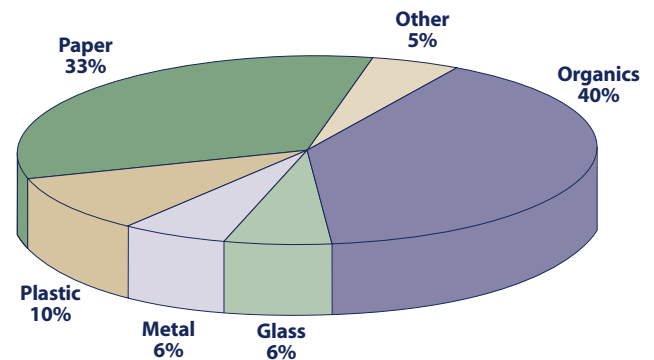
What areas inside or outside might provide space for recycling activities?

- Dumpster Area(s)
- Trash Chute Rooms(s)
- Parking Area(s)
- Laundry Room(s)
- Other: _____

Are there problems with the current system?

- Trash Overflow
- Cardboard/Paper stuck in the chute
- Odors
- Other: _____

Multi Family Disposal



**Your recycling collection program can be very simple.
Recyclable materials such as newspaper and cardboard (paper) and
redeemable containers are still going to waste!**

II. DESIGNING A RECYCLING PROGRAM

The basic elements of any recycling program are:

1. Management support & approval.
2. Containers for collecting recyclables – There are many types of containers: boxes, bins, carts with wheels, plastic bags, etc. You can select individual containers that you provide to each apartment or use centralized containers for the entire building, or a combination of both.
3. Site for containers. Containers can be located in common areas.
4. Notices to educate building tenants – Make sure the notices are in the appropriate language(s); this may mean more than one language for your building.
5. Someone to collect the recyclables – You'll need to determine your collection schedule. Let tenants know when the recyclable materials will be collected.
6. Monitoring system to track recyclables and keep residents informed.



There are three major options:

1. Work with current trash hauler.
2. Contract with a private recycling company or a non-profit organization.
3. Set up a self-haul or do-it-yourself system.

Collecting the Recyclables

In order for recyclable material to be used as raw materials for new products and to have a high market value, they must be clean and properly separated from non-recyclable trash. For example, beverage containers of glass, aluminum and plastic can be co-mingled; different paper grades may be combined, such as newspaper and junk mail. The specifics of how materials should be collected will be determined by the program that you select.



Containers can be set out adjacent to the trash dumpster or can be conveniently and centrally located throughout the complex. Laundry rooms, parking garages and other similar sites may be considered for your recycling space requirement.

The containers do not have to be elaborate; simple cardboard boxes or inexpensive bins can work; just make sure they're well marked.

If the containers are to be located inside, please let residents know that it's important to rinse the containers first to remove food and beverage residue.

Now that you know the basics of designing a recycling program, it's time to talk to the Key Players.

III. KEY PLAYERS

Although an effective multi-family recycling program begins with the owner(s), internal and external key **players** can share in the responsibility and become key **partners**.

Internal key partners can be the following:

- Manager or Management Company
- Residents
- Maintenance Staff

External partners who can provide information on the broader picture include:

- Professional Recyclers
- Haulers who recycle
- Local Recycling Centers
- Other Multi-Unit Owners
- Non-Profit Organizations
- City of Los Angeles, Solid Resources Citywide Recycling Division staff

Internal Partners

A **manager** may be the appropriate person to coordinate and implement a recycling program. A **resident** or group of residents may spearhead the effort with the owner's or manager's help. When they are included at an early stage, **residents** are more likely to participate in a program. Their ideas on methods of collecting and storing recyclables make it "their" program, so it will have a much better chance of succeeding.

Maintenance staff may be responsible for maintaining the recycling area, moving collection containers, checking for contamination and assisting in deciding the best site location.

Key Players Can Become Key Partners

External Partners

Haulers

The role of a trash hauler is important to recycling. This may be the first place to begin your search for a recycling program, but don't stop there. Examine all your options. Please refer to the listing of Recycling Collection Companies in the back of this guide. (See Appendix B)

How a Hauler Benefits From Servicing Your Complex:

- Separated recyclable materials to sell
- Revenue from collection service
- Referrals on future customers
- Feedback from you on how to improve services

What You Should Expect From a Hauler:

- Accurate information to help you set up and maintain your program
- Education materials for residents
- Collection containers or bags
- Monthly feedback on the amount and quality of recyclable materials collected.
- A reduction in your trash hauling bill if your complex is large enough and residents prepare and separate recyclables effectively.

Get Residents Involved!

The City of Napa, California has an innovative apartment recycling program that works! In two large complexes, two kids out of a rotating group are paid \$15 each week to collect recyclables from tenants and take it to large recycling containers.

An adult tenant monitors the kids and make sure that they are keeping up with the program. The result is a program that is great for kids and the community.

California Department of Conservation, The Recycling Tip Sheet, December 18, 2001

III. KEY PLAYERS (CONTINUED)

Local Buyback Recycling Centers

Local buyback recycling centers provide drop-off opportunities for recyclables. Materials collected vary and prices fluctuate. Use a recycling center that is state certified and has a City of Los Angeles license. Call the Solid Resources Citywide Recycling Division to locate the center nearest you.

There are two major types of recycling collection:

1. **Drop-Off** – You may donate or deposit materials at a drop-off center. There are six City Neighborhood Drop-off Yards where you can drop off your recyclable materials – FREE. The yards accept all materials collected in the curbside program.
(See Appendix A for drop-off yard locations)
2. **Buy Back** – You receive payment for some or all of the materials. The materials accepted and prices paid may vary. Call (800) CLEAN-UP for a location near you.



Other Multi-Unit Complex Owners

Valuable information may be obtained from apartment owners who have already set up recycling programs. Contact your neighbors or one of the Los Angeles Apartment Associations:

Apartment Association of Greater Los Angeles

621 So. Westmoreland Avenue
Los Angeles, CA 90005
Phone: (213) 384-4131 Fax: (213) 382-3970

Apartment Association

14550 Archwood Street
Van Nuys, CA 91405
Phone: (818) 374-3240 Fax: (818) 787-6018

Non-Profit Organizations

Collection services may be provided by local non-profit organizations such as churches, Girl Scouts, etc., who use the revenue generated for charitable works in your community.

Solid Resources Citywide Recycling Division (SRCRD)

Please call (213) 473-8228 between the hours of 8 a.m. to 5 p.m. Monday – Friday with questions, to discuss other good ideas, to obtain tips, and to pass them on when this guide is updated.

IV. EDUCATION OUTREACH

Once you have made decisions on the location of containers and materials to be collected, invite residents to participate. A note to each resident might be helpful. However, the personal contact by the manager or a resident who understands the benefits of recycling could prove more effective.

During the implementation phase, education and promotion should have two goals:

1. To generate acceptance by residents.
2. To provide residents with the information they need to understand a new way of handling trash and recyclables.

You will find that well-informed residents, who are consulted upfront, are likely to be satisfied with the program and are more likely to participate. **Be sure to relate all essential information to residents clearly.**

- The materials to be collected.
Examples: newspaper, metal cans, glass and plastic bottles, corrugated paper.
- How materials should be prepared.
Examples: Metal cans, glass and plastic bottles are emptied, lightly rinsed; cardboard boxes are flattened;
- Location of containers.
- The schedule for collection of recyclables.

IV. EDUCATION OUTREACH (CONTINUED)

Explain to residents **why** they are being asked to prepare materials in a certain way.

Examples: Wet newspaper cannot be recycled since it is contaminated.

Some points to remember:

1. Residents want to recycle, and they will, if offered a program that is simple and convenient.
2. Turn Key People into Key Partners.
3. On the average, it takes residents two minutes per day to recycle.
4. Waste prevention is as important as waste reduction.
5. Buying products with post-consumer content makes recycling work!

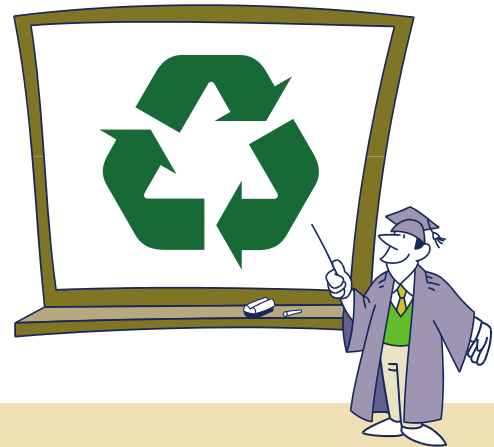
Evaluation and Maintenance

Once the program is in place, it is important to continue to remind residents. A note on the lease or monthly information in mailboxes can remind residents about the program. Periodic feedback on goals met also helps. As trash bins are eliminated or additional recycling containers are set out because materials are brimming over, this is news that merits sharing.

A consistent flow of information, designed to answer questions, receive input and communication changes, will help maintain interest in the program. An ongoing campaign can educate residents about new ways to prevent or reduce waste.

Advertise

A study conducted by the Environmental Protection Agency determined that, given the opportunity to do so at work or at home, people want to recycle. *Tenants are asking potential managers whether they have a recycling program in place.* They may be astute enough to know that people who recycle care about their environment and make good neighbors. So, when your complex has implemented a recycling program, **advertise it!**



V. WASTE REDUCTION IS #1

Improve Your Curb Appeal

Clean, well-maintained buildings and yards provide “curb appeal”. This is the key to attracting residents and keeping vacancies down.

Cutting your waste doesn’t have to be difficult. In addition to recycling, there are lots of other steps you can take to cut down on the amount of waste you and your tenants create and send to the landfill. And most of them are free!

Offer residents information on how to alter their purchasing patterns to prevent waste; they may find that they save money in the process. Following are some examples:

- Prior to recycling or disposing of cardboard boxes when a tenant moves in, determine if packaging could be used by another tenant or sold back to the moving company.

- Taking their own canvas or other bag to the grocery store so that when they are asked the questions, “Paper or plastic?” they respond, “Neither, thank you!”

Unrequested Advertising or “Junk Mail”

You can reduce unrequested advertising or junk mail by writing to:

**Direct Marketing Association
Mail Preference Service
P.O. Box 9008
Farmingdale, NY 11735-9008**

V. WASTE REDUCTION IS #1 (CONTINUED)

Residents can send a postcard and include a note such as: "Please provide me with a written confirmation when this has been completed." Also, call SRCRD (213) 473-8228 for the fact sheet "You Can Reduce Unwanted Mail." www.lacity.org/san/srcrd/ecopies.htm

Put It To Good Re-Use

Just because your tenant can't use that old chair or those old clothes, doesn't mean that someone else can't. Virtually anything can be donated. Get your free copy of "Put It To Good Re-Use Los Angeles!" by calling SRCRD at (213) 478-8228. This guide lists dozens of nonprofit organizations seeking donations of almost everything. www.lacity.org/san/srcrd/ecopies.htm

Free Green Drop-Off

Don't fill up your dumpster with green waste. Help it find a second life as compost. Drop your excess green waste (grass clippings, tree trimmings) for FREE at the Community Recycling & Resource Recovery Yard at 11209 Randall Street, Sun Valley, 91352 9 a.m. – 3 p.m. Saturdays and Sundays, except holidays. You must prove L.A. residency with current DWP bill and drivers license. Limit of 6 cubic yards per resident per visit (a standard size pick-up truck filled level to sides is approximately 6 cubic yards).

Free Pick-Up of Brush Trimmings

Once a year, the Bureau of Sanitation picks up brush trimmings – free. Call 1-800-733-CITY (1-800-773-2489) to arrange a pick up; select "BULKY ITEMS" from the telephone menu.

Innovative Program

Nike has developed their reuse-a-shoe program. Customers can bring old tennis shoes to Nike Stores. The shoe soles are ground up and used for running tracks and playgrounds, while the upper fabric is made into carpet padding. Nike recovers 100,000 pairs of shoes every month!

For more information, call 800-344-6453 or go to: <http://www.nikebiz.com/reuseashoe>



Remember

"It is unlawful to dump or cause to be dumped any waste matter in or upon any public or private property:"

Penal Code Section 374.3.

Residential Special Materials and Electronic Waste

If residents routinely take items such as home electronics, car batteries, motor oil, toxic, corrosive or flammable liquids, or paint, turpentine, and household cleaning products to the free Hazardous Waste Roundups or permanent SAFE Centers, they will reduce trash even more. City information on free Hazardous Waste Roundups and SAFE Centers can be obtained by calling 1-800-98-TOXIC (1-800-988-6942). County information is available at (888) 253-2652.

Recycle Waste Tires

No one wants old tires, but they shouldn't end up in alleys or on the curb.

The City of Los Angeles has six neighborhood drop-off yards where you can drop off four (4) old tires with rims removed, free. There is a limit of four tires per resident per trip. Only passenger and light truck tires are accepted. Bring a drivers license. Only City of Los Angeles residents are eligible for this service. (See Appendix A for drop-off yard location)

VI. BUYING RECYCLED PRODUCTS

The recycling process includes not just collection of materials, but manufacturing them into new products and purchasing them. Each phase is important if a recycling system is to work. Encouraging store managers to stock recycled products and buying these items creates a better environment, a stronger economy, and ensures that the recycling process works.

The scope of recycled products is increasing; their quality, performance and availability is continually improving.

You Make the Difference

Much of the increased use of recovered materials is due to a demand for recycled products by the government and consumers. As consumer demand for recycled-content product increases, manufacturers will produce more of these products.

Recycled products with post-consumer content can be used in new building construction – both interior and exterior, in renovations, carpet replacement, pavement, car stops, and a growing number of other issues. Buying recycled products “closes the loop” in the recycling system.

- Broken glass is made into new glass, floor tile, drainage units, fiberglass, jewelry, and “glassphalt” for highway construction.
- Plastic bottles are made into carpet and carpet padding, plastic bags, toys, lumber, outdoor furniture, filler for pillows and sleeping bags, signs, and clothing.
- Mixed paper is made into paper towels, napkins, insulation and wrapping paper.
- Tires are made into floor mats, hoses, speed bumps, portable walkways and playground mats, rubberized asphalt, asphalt, and molded tires for garden and other carts.
- Old currency and left over denim materials used for making jeans is used to make high grade 100% rag paper and pencils.
- Envelopes and new phone books are made from old phone books.

The California Integrated Waste Management Board has two websites to help you find products to buy with recycled content:

<http://www.ciwmb.ca.gov/rcp/> is a website where you can search a database of products by item or material type.

<http://www.ciwmb.ca.gov/recyclestore/> is a website highlighting products made from recycled materials in the state.

If you are thinking about remodeling or adding on to your home, please call SRCRD at (213) 473-8228 and request for the SRCRD publication “A Resource Guide to Recycled – Content Construction Products”.

What can you buy that has recycled content?



APPENDIX A

City of Los Angeles Neighborhood Drop-Off Yards

East Valley Collection Yard

11050 Pendleton St., Sun Valley 91352
Hours: Mon. – Fri. 8 a.m. – 2 p.m.
(818) 756-8401

North Central LA Collection Yard

452 San Fernando Road, Los Angeles 90031
Hours: Mon. – Fri. 8 a.m. – 2 p.m.
(323) 227-7179

Western Collection Yard

2027 Stoner Ave., Los Angeles 90025
Hours: Mon. – Sat. 8 a.m. – 2 p.m.
(310) 575-8392

South LA Collection Yard

786 S. Mission Rd., Los Angeles 90023
Hours: Mon. – Fri. 8 a.m. – 2 p.m.
(213) 485-4911

West Valley Collection Yard

8840 Vanalden Avenue, Northridge 91324
Hours: Mon. – Sat. 8 a.m. – 2 p.m.
(818) 756-9631

Harbor Collection Yard

1400 North Gaffey Street, San Pedro 90731
Hours: Mon. – Fri. 8 a.m. – 2 p.m.
(310) 548-7655

- **Area:** Must be a resident within the city of Los Angeles.
- **Level of Service:** Drop-off only

Acceptable Materials:

- **All Clean Paper** – newspaper, magazines, flattened cardboards – paper bags, letters, envelopes, computer and fax paper, colored paper, catalogs, and telephone (must be placed in paper bags or bundled and tied).
- **Metal & Aluminum Cans** – such as empty soda, juice, soup, tuna, pet food, vegetable, empty paint and empty aerosol cans.
- **Glass Bottles and Jars** – such as empty soda, juice, beer, wine, water, salsa, spaghetti sauce, and other household containers.
- **All Plastic Bottles** – such as empty soda, juice, water, shampoo, detergent, bleach, lotion, and other household products.
- **TIRES** – NO MORE THAN 4 TIRES – with rims removed
- **BULKY ITEMS**

Yard Trimming Drop-Off Site

Community Recycling and Resource Recovery, Inc.
11209 Randall Street, Sun Valley 91352;
Call (818) 767-6000 for more information.

- **Open Saturdays & Sundays (Except holidays) 9:00 a.m. to 3:00 p.m.**
Residential yard trimmings only; maximum 6 cubic yards per visit, 4 visits per month.
Please bring proof of residency and your Yard Trimmings Drop-Off User Card.

APPENDIX B

Companies That Provide Recycling Collection Services

American Waste Industries (323) 268-9034

11121 Pendleton Street
Sun Valley, CA 91353

Contact: Fernando Rampino

Area: Los Angeles County (except South Bay & Harbor)

Level of Service: Recycling & Disposal

Minimum Units Served: 10 Units

Materials: Accepts corrugated cardboard, mixed paper and newspaper

Browning and Ferris Industries (B.F.I.) (888) PICK-BFI

14905 South San Pedro Street
Gardena, CA 90247

Contact: Customer Service

Area: Los Angeles County, South of Mulholland

Level of Service: Recycling option with Disposal contact

Minimum Units Served: No Minimum

Materials: Accepts glass, CRV plastic #1 and #2, CRV metal, aluminum, food cans, newspaper and mixed paper

Bestway Recycling (323) 588-8157

2268 East Firestone Boulevard
Los Angeles, CA 90002

Contact: David Kim

Area: Los Angeles County

Level of Service: Recycling

Minimum Units Served: 200 Units

Materials: Accepts glass, CRV plastic #1 and #2, CRV metal, aluminum, food cans, and newspaper

Full Circle Recycling (323) 583-6188

1920 Randolph Street
Los Angeles, CA 90001

Contact: Tom Wheeler

Area: Downtown Los Angeles, West Los Angeles, Beverly Hills, San Fernando Valley

Level of Service: Recycling

Minimum Units Served: No minimum

Materials: Accepts glass, CRV plastic #1 and #2 plastic, CRV metal, aluminum, food cans, corrugated cardboard, office paper, newspaper, phone books and magazines.

Los Angeles Conservation Corps (213) 749-3601

3804 S. Broadway Place
Los Angeles, CA 90037

Contact: Robert Skillman

Area: Downtown Central Los Angeles, Los Angeles County (except South Bay)

Level of Service: Recycling

Minimum Units Served: Depends on estimated volume and tenant interest

Materials: Accepts glass, CRV plastic #1 and #2, metal aluminum. Paper collection possible, please call.

Norcal Waste Services (323) 260-8016

3514 Emery Street
Los Angeles, Ca 90023

Contact: Suzie Buckroff

Area: Downtown Los Angeles, Hollywood, East Los Angeles and South Bay

Level of Service: Recycling and Disposal

Minimum Units Served: No minimum

Materials: Accepts glass, plastic, tin, mixed paper, newspaper, phonebooks, and trash removal

Waste Management (310) 830-7100

1970 East 213th Street
Long Beach, CA 90810

Contact: Harold Stoutmire

Area: Greater Los Angeles area

Level of Service: Recycling option with Disposal Contract

Minimum Units Served: 8 Units

Materials: Accepts CRV glass, glass jars, CRV plastic, #1 and #2 plastic, aluminum, tin, steel, bi-metal cans, newspaper and magazines

Consolidated Disposal Service (562) 663-3400

12949 Telegraph Road
Santa Fe Springs, CA 90670

Contact: Customer Service

Area: Greater Los Angeles County

Level of Service: Recycling option with Disposal Contract

Minimum Units Served: No minimum

Materials: Accepts glass, aluminum, food cans, corrugated cardboard, computer paper, mixed paper and newspaper



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