



Property Manager Recycling Services Kit

Every residential property must have adequate trash, compost, and recycling service to contain all the material generated. Additionally, every resident must have access to their annual bulky pickup service.
(OMC 8.28)

Your participation is an essential component of reaching Oakland's Zero Waste goal to divert all recyclable and compostable materials away from our landfills.

Oakland Recycles is a collaboration between the City of Oakland, California Waste Solutions and Waste Management of Alameda County, Inc. ("Waste Management"). We are committed to providing the services and information you need to recycle right. Recycling right is more than an individual choice – it is part of how we are all making a difference for a cleaner Oakland and more livable neighborhoods.

COLLECTION SERVICES

Trash Collection: Every building must have sufficient trash service (container size and frequency of service) to capture non-recyclables and non-compostables without overflowing the container.

Recycling Collection: Every building must have recycling carts sufficient to capture all acceptable recyclable materials. Oakland Recycles provides unlimited recycling collection service at no additional charge.

Compost Collection: Every building must have compost carts sufficient to capture yard trimmings, garden waste and food scraps. Oakland Recycles provides unlimited compost collection service at no additional charge.

Bulky Pickup for All Units: Each unit receives 1.5 cubic yards of bulky item collection, plus appliances, tires, furniture, electronics, mattresses, and other recyclable items each year. Depending on the size of the building, the residents can schedule a pickup themselves with a waiver signed by the property manager, or a special clean-up event can be arranged by calling Waste Management at 510-613-8710.

HELP IS AVAILABLE

On-Site Service Evaluation and Right Sizing: Let a trained professional evaluate your current trash, compost and recycling service to determine if you need to adjust container size, increase pick-up frequency or move container locations to maximize resident participation.

Trash/Compost Services: 510-359-6982
Recycling Services: 510-625-5263

Free Resident Tool Kit: Food scraps kitchen pails (while supplies last), recycling totes, Residential Recycling Program Guide, and "what goes where" posters are designed to help your residents recycle right. Visit OaklandRecycles.com/apartment-condos to request materials.

OAKLANDERS RECYCLE RIGHT!

Visit OaklandRecycles.com/apartment-condos for more information.



YOUR RECYCLING TEAM

WASTE MANAGEMENT
CALIFORNIA WASTE SOLUTIONS



Easy Steps to a Successful Recycling Program

Implement at least 3 items below to engage residents in compost and recycling:

- ☐ Schedule a visit with a Waste Management or a California Waste Solutions representative to evaluate your property's trash, compost (WM) or recycling (CWS) volume. Adjust service level as needed. Call 510-359-6982 for trash and compost, 510-625-5263 for recycling.
- ☐ Place outdoor trash, compost and recycle containers together. This makes it easy for residents to sort materials into the proper container. Post required sorting guideline signage where your containers are placed.
- ☐ Request new container decals if they are missing or damaged. Call 510-613-8710.
- ☐ Give all new residents a Residential Recycling Program Guide. Order additional copies from www.oaklandrecycles.com/multifamily-free-tools-resources/ You may also print from this website. Residents can also learn more about what to place in their containers at www.OaklandRecycles.com
- ☐ Provide residents with a free recycle caddy and kitchen pail to store and carry their recyclables and compostables to the central containers. Order free caddies and pails from www.oaklandrecycles.com/multifamily-free-tools-resources/
- ☐ Distribute Move In/Move Out Resources letter to all residents to let them know about ways to reduce and recycle more, and where to donate reusable items such as books, clothing, housewares, and electronics. Go to www.recyclingrulesac.org/multi-family-support-materials/ for resources to download.
- ☐ Ask residents to sign a pledge to recycle and compost right. Consider including language in your lease agreements for residents to pledge to properly sort material. In addition, post copies of signed pledges in a common area such as the mail room or laundry room so that all residents can be reminded of their commitment to Recycle Right to keep compostable and recyclable materials out of our landfill. Download a sample Resident Recycling Pledge at www.oaklandrecycles.com/pledge-to-recycle-right/
- ☐ Send newsletter announcements to share information and resources about the property's recycling program to residents. You can also use newsletter announcements to explain what to do with difficult-to-recycle items. Check out examples with tenant notification content listed on Alameda County Waste Management Authority's webpage: www.recyclingrulesac.org/multi-family-support-materials/
- ☐ Hang "What Goes Where" Posters in common areas or wherever indoor or outdoor containers are located. The Alameda County Mandatory Recycling Ordinance requires residents to be reminded at least one time each year about recycling and composting. (ACWMA Ord. 2012-1). Download or order printed copies at www.recyclingrulesac.org/multi-family-support-materials/
- ☐ Host a fun community event, barbecue, or picnic to reinforce Zero Waste at your property. Invite an Oakland Recycles Representative to give a presentation and answer questions. Call 510-359-6982 to schedule a presentation. Encourage your residents to play a fun Recycle Right game at www.OaklandRecycles.com.

FREE TOOLS

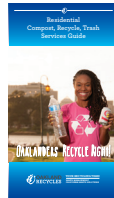


Free Tools & Resources for Residents & You

RESIDENTS



Kitchen Pail



Recycling Brochure in English, Spanish, Chinese & Vietnamese



Recycle Caddy



3-Stream Poster



Bulky Pickup Service

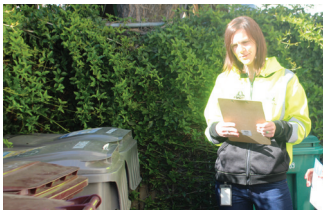


Holiday Tree Pickup Service

Place curbside first two weeks of January. 100+ units, call 510-613-8710 to schedule a 20 cubic yard roll off box.

Residents can look up their pickup day at www.OaklandRecycles.com.

OWNER/PROPERTY MANAGER



Technical Assistance Available including Onsite Service Evaluation



Free Auto Oil Recycling Kit

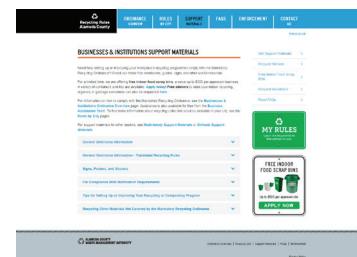
Put dry cell alkaline household battery household batteries in plastic bag here.



Household Battery Recycling Available



Compost Collection Carts Available in 32, 64, and 96 gallon capacity



Download & Customize Resident Communications

www.recyclingrulesac.org/multi-family-support-materials/



YOUR RECYCLING TEAM
WASTE MANAGEMENT
CALIFORNIA WASTE SOLUTIONS

To Request Services Above:

Visit www.oaklandrecycles.com/multifamily-free-tools-resources/



Container Size & Type Options



TRASH
(WM)



COMPOST
(WM)



RECYCLING
(CWS)



20-gallon cart



32-gallon cart



64-gallon cart



96-gallon cart



TRASH
(WM)



1 Cubic Yard Container*



1.5 Cubic Yard Container*



2 Cubic Yard Container*



3 Cubic Yard Container*



COMPOST
(WM)



4 Cubic Yard Container*



6 Cubic Yard Container



7 Cubic Yard Container



RECYCLING
(CWS)

1 cubic yard equals 200 gallons.

*Note: Wheels standard on 1 yard – 4 yard containers.

Monthly Collection Rates

The goal of Oakland Recycles services is to maximize the collection of recyclables and compostables and reduce waste going to our landfills. This reflects the Mandatory Recycling Ordinance adopted by StopWaste, the Alameda County Waste Management Authority. The new Collection Rates for multifamily properties include:

Minimum 20-Gallon Trash Collection Service is Required Per Unit – Total service level must be adequate to contain all trash generated on site.

Mandatory Compost Collection – Unlimited one-time per week compost collection is included in the trash rate. Buildings with 5 to 13 units receive one 32-gallon green compost cart and buildings with 14 units or more receive a 64-gallon cart. If residents generate more material, additional compost carts will be provided at no additional charge.

Mandatory Recycling Collection - Recycling fee is assessed per unit. It is your responsibility to contact California Waste Solutions to order the containers you need.

Visit <http://www.oaklandrecycles.com/apartments-condos/> for the latest monthly collection rates.



YOUR RECYCLING TEAM
WASTE MANAGEMENT
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Free Bulky Pickup Services

All multifamily buildings receive bulky pickup service. Bulky pickup service includes 1.5 cubic yards of trash per unit, 1 large appliance, 2 tires, 2 mattresses and 2 carpets permitted per unit (see below for more acceptable items).

Tracking Usage:

Your billing statement will reflect your building's current allotment for bulky pickup, as measured in cubic yards. Your annual allotment will be calculated with this formula: 1.5 cubic yards X the Number of Units = Total Yardage Per Year.

Description	Date	Ticket	Quantity	Amount
Available bulky yards	08/01/17		178.50	0.00
1st bulky curbside service - regular	08/01/17		1.50	0.00

With each Bulky Pickup the allotment will decrease by the volume collected, and the remaining balance will be reported on the next month's bill. NOTE: If residents exceed the 1.5 cubic yard set out, the actual cubic yards of materials collected will be deducted from the total allotment.

Overage Charges:

In the unlikely event that your collection exceeds the total allotment for the year, you will receive an overage charge on the next bill. Visit <http://www.oaklandrecycles.com/apartments-condos/> for the all latest rates.

Used All Your Bulky Allotment but still need a pickup?

Property owners/managers and residents may schedule additional Bulky Pickups on a "Pay-As-You-Go" basis. The same material and set out requirements apply as the free Bulky Pickup (see below). Residents must provide a credit card to schedule the appointment. Visit <http://www.oaklandrecycles.com/apartments-condos/> for rates. You can also drop off items at Davis Street Transfer Station for a fee. Visit davisstreet.wm.com for hours and lists of acceptable items.

Schedule Your Pickup:

As the responsible billing party, property owners and managers have three options for facilitating this service:

1. Curbside Collection Recommended for buildings with easy curbside access and 20 units or fewer.

- Schedule collection at the curb for your resident(s) as needed.
- Notify residents to maximize participation.

2. Debris Box Collection Recommended for buildings with 15 or more units.

- Schedule collection for the building by requesting a debris box.
- Request a site visit for box placement and collection requirements.
- Promote event to maximize participation.

3. Resident Self-Schedule Recommended for buildings 5 to 14 units without on-site property managers.

- Submit a waiver to permit resident scheduling (5 plus units and 2-4 units, waivers included in kit).

To schedule call 510-613-8710. For more information, visit <http://www.oaklandrecycles.com/bulky-pickup-services/>

Not sure where to dispose of something?

Visit RecycleWhere.org

Curbside Set Out Acceptable Items & Requirements:

- Up to 1.5 cubic yards of trash per unit – equivalent of 3x3x4.5 foot area or about ten 32-gallon bags, plus the items listed to the right. →
- Notify residents in advance of the date and acceptable items.
- Place items curbside by 6am and no earlier than one (1) day before scheduled pickup date.
- Early or late set-outs could be considered illegal dumping and subject to City fines.
- Each Bulky appointment will receive confirmation and set out instructions.
- No Hazardous Waste, Bagged Items over 75 Pounds or Rocks, Dirt or Concrete.



Items must be bagged or boxed. Loose items will not be collected.



*Please use paper bags for yard trimmings. Customer containers may not be returned.

- one (1) large appliance
- two (2) TV/monitors
- two (2) tires
- two (2) mattresses or box springs
- two (2) carpets
- Consumer electronics
- Metal Objects
- Bundled cardboard
- Untreated/unpainted wood
- Unlimited bagged/bundled yard trimmings*

Visit www.oaklandrecycles.com/bulky-pickup-services/ for more details.



Take hazardous materials to Household Hazardous Waste facility.

www.StopWaste.org/hhw - 800-606-6606

5-PLUS UNIT WAIVER FORM

Waiver Granting Tenants of 5-Plus Units Permission to Schedule Bulky Pickup Directly with Waste Management of Alameda County, Inc.

I authorize Waste Management of Alameda County, Inc. ("WMAC") to accept requests for Bulky Curbside Collection services from my tenants on my behalf. My tenants have my permission to call WMAC directly to schedule the pickup of 1.5 cubic yards of materials (bagged, boxed or bundled) along with one (1) large appliance, two (2) TVs/Monitors, two (2) tires, two (2) mattresses or box springs, and two (2) carpets as well as consumer electronics, metal objects, bundled cardboard and untreated wood and bagged yard trimmings, per unit set out.

If a resident exceeds the set out limit described above, I understand that the overage will be deducted from the building's total annual curbside allotment (number of units in the building X 1.5 cubic yards). In the event, a scheduled setout exceeds the curbside allotment balance; I agree to pay the per cubic yard overage charge. See <http://www.oaklandrecycles.com/apartments-condos/> for service rates.

WMAC will report the balance of the building's Curbside allotment on my monthly invoice. WMAC will also notify tenants when the Curbside allotment is exhausted, advising them of the "Pay as You Go Pick Up" program.

I may terminate this agreement at any time, but will be liable for any outstanding overage charge.

ACCOUNT NUMBER: _____

OAKLAND SERVICE ADDRESS: _____

BILLING ADDRESS: _____

City/State/Zip: _____

NAME: _____

Email: _____

Phone: _____

Return Form to:

Waste Management

172 98th Avenue

Oakland, CA 94603

ATTN: Oakland Bulky MFD Waiver

Forms may also be scanned and emailed to csnorthbay@wm.com

2-4 UNIT WAIVER FORM

Waiver Granting Tenants of 2-4 Units Permission to Schedule Bulky Pickup Directly with Waste Management of Alameda County, Inc.

I authorize Waste Management of Alameda County, Inc. ("WMAC") to accept requests for Bulky Curbside Collection services from my tenants on my behalf. My tenants have my permission to call WMAC directly to schedule the pickup of 3 cubic yards of materials (bagged, boxed or bundled) along with two (2) large appliance, four (4) TVs/Monitors, four (4) tires, four (4) mattresses or box springs, and four (4) carpets as well as consumer electronics, metal objects, bundled cardboard and untreated wood and bagged yard trimmings, per unit set out.

If a resident exceeds the set out limit described above, I understand that the overage will be deducted from the building's total annual curbside allotment (number of units in the building X 3 cubic yards). In the event, a scheduled setout exceeds the curbside allotment balance; I agree to pay the per cubic yard overage charge. See <http://www.oaklandrecycles.com/apartments-condos/> for service rates.

WMAC will report the balance of the building's Curbside allotment on my monthly invoice. WMAC will also notify tenants when the Curbside allotment is exhausted, advising them of the "Pay as You Go Pick Up" program.

I may terminate this agreement at any time, but will be liable for any outstanding overage charge.

ACCOUNT NUMBER: _____

OAKLAND SERVICE ADDRESS: _____

BILLING ADDRESS: _____

City/State/Zip: _____

NAME: _____

Email: _____

Phone: _____

Return Form to:

Waste Management

172 98th Avenue

Oakland, CA 94603

ATTN: Oakland Bulky 2-4 Unit Waiver

Forms may also be scanned and emailed to csnorthbay@wm.com