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Solid Waste Management Services  
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Refer to: Customer Service  
In-unit Recycling Container Program  
Tel: (416) 338-1818  
Fax: (416) 392-4754

November 2008

**Re: Free in-unit recycling containers – order now!**

Dear Owner:

In June 2007, Council approved the Getting to 70% Waste Diversion Plan, which includes a series of new waste diversion initiatives to achieve this goal, as well as a new fee which started on July 1, 2008. The fee will raise the revenue necessary to achieve the goal and provide a financial incentive to multi-unit dwellings to reduce their waste.

Apartments and condominiums currently recycle only 13% of their waste. To help you in your efforts to increase recycling at your building, the City is offering new in-unit recycling containers which you can order for free and make available to your residents.

You have a choice of two different recycling container types designed to make it easier for your residents to recycle: a hard-shell blue box or a soft-shell blue bag. Residents can keep their new recycling container in a convenient location and use it to collect recyclables such as metal cans, glass bottles, plastic tubs and newspapers. Once full, residents can use the in-unit recycling container to carry the recyclables to your designated recycling area.

The new recycling containers will be delivered to your building over the next 12 months. Your collection day remains the same.

**Hard-shell blue box with handle**



11.5" wide x 12.5" high x 15" deep

**Soft-shell blue bag with handles**



20" wide x 18" high x 7" deep  
(Sample image only)

**How to order**

*Step 1:* Choose from the two options. For 2009, you can order one container per unit in your building, with allowance for ordering up to 10% in additional containers for replacements. In 2010 and 2011 you will have the opportunity to order additional replacement in-unit recycling containers.

You are not required to order all of the same type of containers – you can mix your order if you wish. For example, if you manage a 100-unit building, you could order 55 hard-shell blue boxes and 55 soft-shell blue

bags (includes 10% for replacements). There is no cost for either container and a resident-focused information package will be provided for each unit. **Please choose carefully, you cannot change your order once it is submitted to the City.**

*Step 2:* Let us know your recycling container choice.

Fully complete the enclosed order card. All fields on the order card must be completed to process your order. Return it to the City:

1. by mail using the postage-paid order card (print and use blue or black ink); or
2. by fax to (416) 392-4754.

**You must return the enclosed order card before the deadline of December 18, 2008.**

### **Choosing and ordering recycling containers for your building**

- Be realistic. Think about the size and layout of the units in your building.
- Be practical. Consider where residents will store the container (e.g. under the kitchen sink or hung on a doorknob) and where they deposit their recycling.

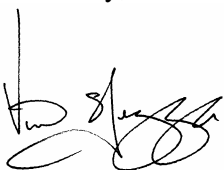
### **Delivery of your new recycling containers**

- The new recycling containers, along with resident-focused information packages, will be delivered to your building over the next 12 months. Delivery will begin in the east-end of the city and proceed west. Visit [www.toronto.ca/garbage/multi](http://www.toronto.ca/garbage/multi) for updates on the delivery schedule.
- An on-site contact and cell phone number, along with an exact delivery location, must be provided on the order card. The contact will be called by the delivery company 24 hours prior to delivery to confirm the exact delivery time and location (e.g. loading dock, south side of building, etc.).
- A signature will be required to verify receipt of the in-unit recycling containers and literature.
- The delivery company will attempt one scheduled delivery. If the on-site contact is not at the predetermined delivery location at the agreed upon time, the recycling containers and literature will not be left. It will then become the responsibility of the building owner to arrange pick-up of the materials from the storage location. An information card will be left with the details.
- Once you receive the new in-unit recycling containers, it will be up to you to determine how to distribute the containers in your building. A cover letter will accompany your delivery outlining suggestions for your internal distribution.

As an owner, you play an important role in developing and carrying out a waste management plan at your building. Promoting recycling at your building and making it as convenient as possible will help to improve recycling and decrease the garbage you set out at your building, consequently lowering your Solid Waste Management fee. Remember, there is no cost or limit on the amount of recycling/bulky items that can be set out for collection.

For more information about the new in-unit recycling containers, visit [www.toronto.ca/garbage/multi](http://www.toronto.ca/garbage/multi), or call (416) 338-1818. The site also offers presentation materials and recycling literature to help you increase recycling at your building.

Yours truly,



Vincent Sferrazza  
Director, Policy and Planning  
Solid Waste Management Services