



ALX Recycles

*Resources for
Property Managers*



CORRUGATED CARDBOARD



ATTEN & RECYCLE

www.recyclingpartnership.org

Commercial & Multi-Family Recycling

The State of Virginia requires all jurisdictions to achieve and maintain a 25% recycling rate. Businesses and multi-family properties account for more than 70% of the City's solid waste stream, making recycling in commercial and multi-family facilities imperative for achieving the City's recycling rate goal of 50%.

COMMERCIAL RECYCLING REQUIREMENTS

On July 1, 2006, the City Council passed a mandatory recycling ordinance for all commercial businesses and multi-family properties. Since then, over 70% of the commercial properties in the City have submitted a Recycling Implementation Plan (RIP form) and have established a recycling program in accordance with the City Ordinance.

Who is required to recycle?

- Businesses and commercial offices
- Multi-family properties
- Federal, state, and local government offices
- Apartments and condominiums
- Homeowners' associations (HOAs)
- Condo owners' associations
- Educational and non-profit institutions
- Residential properties classified as commercial properties by the City

Recycling Implementation Plan Forms

The Recycling Implementation Plan Form is a single form required to be submitted yearly by the Property Owner, Business Owner, or Property Management Company responsible for contracting Trash and Recycling services. The RIP form details:

- Contact information for businesses or designated representatives.
- Materials being recycled, container sizes, quantity, and collection frequency.
- Population of building.
- Educational methods for informing employees about recycling
- Hauler name for both trash and recycling

How are RIP forms submitted?

RIP forms are now designed to be submitted electronically through a secure City web site. Notifications containing instructions on how to submit your RIP forms will be mailed at least 60 days prior to the deadline for submission.

Properties without internet access may contact the Commercial Recycling Specialist at **703.746.4135** for assistance.

What are the penalties for not submitting an RIP form?

Penalties range up to \$1,500 per month depending upon the volume of trash generated at the property (refer to Sec. 5-1-97 of the City ordinance for more details).





Setting Up a Commercial or Multi-Family Recycling Program

A RECYCLING PROGRAM CAN BE SET UP IN FOUR EASY STEPS:

Contact your trash hauler for service and pricing information.

Many commercial trash haulers providing service in the City of Alexandria also offer recycling services. Your building's service provider will be able to provide information about recycling options, or you can explore services offered by any permitted solid waste hauler in the City of Alexandria. The full list of permitted solid waste haulers can be found [here](#).

Determine collection location and container options.

Select a location for residents to bring recyclable materials for collection, preferably in a central, high-traffic area. Choose the type of container for building-wide recycling collection, which can include dumpsters and wheeled bins in a variety of sizes.

Designate a program coordinator and determine staff training needs.

Choose a building staff member to serve as the recycling program coordinator and point of contact for any recycling needs. The program coordinator should be responsible for ensuring residents and staff comply with the recycling implementation plan. Staff training should include instruction in limiting recycling contamination, reducing container issues, and ensuring the recycling area is kept clean and compliant with the recycling implementation plan.

Provide educational resources for residents.

Keep residents informed about the materials accepted for recycling, collection schedules, and drop-off locations. City staff can provide posters and other educational materials to help communicate program requirements with residents.

TIPS FOR A SUCCESSFUL PROGRAM

- Keep it simple and convenient.
- Promote the program and provide basic recycling education.
- Make sure all recycling containers are clearly labeled.
- Notify your tenants and staff in accordance with City regulations.
- Monitor, evaluate, and reinforce good recycling habits.

Maintaining a Recycling Program

Ensure recycling signage is up-to-date and clear.

Buildings can either provide their own signage, or use City-provided resources available online at alexandriava.gov/ResourceRecovery.

Update residents regularly about the recycling program.

Inform residents about the building recycling program at least once per year. The City-provided toolkit makes this task easy for building staff.

Inform new residents and staff.

Make sure new residents and building staff are provided with materials about the building's recycling program, including drop-off locations and an up-to-date list of accepted recyclable materials.

Initiate a process for reporting problems.

Create a way for residents and building staff to report issues with the building recycling program. Clearly communicate the process to residents and designate a staff member, most likely the recycling program coordinator, to handle reports.

Consider choosing a resident recycling ambassador to assist with outreach and monitor containers.

Recruiting a resident or residents to work with building staff as recycling ambassadors increases community buy-in with the program and can help share the responsibilities of the RIP.

Complete your facility's RIP form every two years.

Keep your building's plan up-to-date and ensure the recycling plan is meeting its goals.

RECYCLING HAULING CONTRACT BEST PRACTICES

- Include a communication plan for reporting contamination, container issues, tonnage reporting, and resident education.
- Consider language that requires contamination associated with fines, and loads that must be discarded due to contamination, should include timely photographic evidence linking it to your facility.
- Outline the responsibilities for outreach and education.
- Reach an agreed-upon list of which recyclables will be collected on-site.
- Require the hauler to disclose the location of the recycling processing facility. It is recommended to tour the facility, if allowed.



For contract language or bid specifications, be sure to distinguish between trash removal and recycling pick-up. Determine if recycling pick-up is daily or “as needed”.

“As needed” can be helpful in saving labor costs, and dry recyclables like paper may not need to be picked up as frequently as wet recyclables like bottles and cans.

SAMPLE HAULER CONTRACT LANGUAGE

1. Collect and remove all trash from the entire facility daily. “Entire facility” means the lobby, the indoor and outdoor public areas, the hallways, the conference rooms, the restrooms, the lunchrooms and kitchens, and the office areas.
2. Empty trash receptacles and replace plastic liner only if soiled with wet garbage.
3. Deliver emptied trash to the loading dock area and place properly in compactor. (Or whatever location and containers are provided for trash collection)
4. Maintain loading dock area (or other areas) free of debris and trash.
5. Collect, remove and keep separate all recyclables from the entire facility twice weekly, or more frequently if receptacle is full. Recyclables include white paper; newspaper; mixed office paper; cardboard; and, aluminum and plastic bottles and cans (specify). If applicable, return emptied totes to original locations, or replace an empty tote for the full tote when removing and taking to the loading dock for emptying.
6. Empty recycling receptacles for, aluminum and plastic bottles and cans and replace plastic liner.
7. Deliver collected and separated recyclables to the loading dock area (or other).
8. Place all mixed paper in dumpster, tote or other container located in the loading dock area labeled for mixed paper recycling. Place all cans and bottles in dumpster, tote or other container located in the loading dock area labeled for, aluminum and plastic container recycling. (Specify whatever location and containers are provided for recycling collection for each material sort.)
9. On designated floors or offices, empty recycling receptacles at each desk into separate container for recycling and deliver separated recyclables to proper dumpster, tote or other designated container in the loading dock area.
10. Remove any cardboard boxes placed next to recycling containers located in central locations (or other) daily or more frequently during times of higher volumes such as a tenant (or new employee) moving in.
11. Breakdown, flatten and place all cardboard in dumpster, tote or other container labeled for cardboard recycling.
12. Modify trash and recycling collection procedures as directed by building management. Changes will be made by building management in coordination with the janitorial service and the trash and recycling collection service. Attend training as directed.
13. Revise schedule, location for loading and unloading, sorting or other trash and recycling collection procedures as directed by building management.

If you or someone you know needs assistance working with your service provider, or improving a program already in place, please contact the City’s Resource Recovery Division at 703.746.4135.

Staff Training & Participation



PLANNING YOUR RECYCLING PROGRAM

Whether employed directly by your building or providing services through a contractor, custodians are valuable partners in the success of a multi-family or commercial recycling program. Custodial staff serve an important role ensuring the proper separation of trash from recyclables, and keeping collection areas clean, well-labeled, and ready for residents to use.

Tips for working with custodial staff

- Make it easy for staff to identify recycling bins by having all bins be in the same style and color.
- Place labels on all recycling bins to clearly identify them. Check with your staff or custodial services contractor to see if labels need to be provided in multiple languages.
- Use posters and bin labels that include pictures of acceptable materials.
- Discuss the best locations for larger recycling bins with custodial staff to increase service efficiency.
- Post a floor plan map indicating central recycling areas and the location of recycling bins in a convenient place for custodial staff to reference.
- Ask custodial staff to report when recyclables are improperly sorted or found in the garbage so building management can communicate issues with residents in a clear and timely manner.
- Direct custodial staff to only pick up extra recycling items outside of collection bins that are clearly labeled for recycling.
- Work with custodial staff to make sure they have the equipment needed to service the recycling program efficiently and safely.
- Encourage custodial staff to share ideas, concerns, and comments about the recycling program to improve program implementation, and be prepared to address any questions or feedback they may have.
- Offer periodic training sessions to educate new and existing custodial staff about the facility recycling program and solicit in-person feedback.
- Provide wheeled bins or dumpsters for collection to make it easier for custodial staff to move larger amounts of recyclables.

Common Recycling Issues



CARDBOARD BOXES

All boxes should be free from non-paper packaging and flattened. This leaves more space in the recycling container and flat cardboard boxes indicate that there is no unacceptable or hazardous item inside.

Solution

The City of Alexandria's outreach toolkit addresses emptying and breaking down boxes. Use these materials to remind residents about the right way to recycle boxes.

TRASH

Some residents or passersby may confuse the recycling containers for garbage containers. If collected by the hauler the facility may incur fines and the recycling load may be discarded.

Solution

Consider the placement of recycling containers. While convenience is important, recycling bins should be co-located with waste containers. Otherwise, residents may not notice that there is an option to discard trash and recyclables.

PLASTIC BAGS OR BAGGED RECYCLABLES

All recyclables should be loose in the final collection dumpster or container, unless otherwise informed by your recycling hauler. Plastic bags get tangled in recycling equipment, slowing down the process. Bagged recyclables are a risk to your custodial staff and the staff at the recycling sorting center, as the unknown contents may be dangerous, like medical sharps, glass bottles or unsanitary items.

Solution

Using a reporting system, the custodial staff can communicate with property managers who can inform residents of common issues to improve recycling. Consider adding this to custodial contracts and operating procedures.

RECYCLABLES OUTSIDE OF CONTAINERS

Overfilled recycling containers often lead to residents placing recyclables around the container. This can impact available parking and can look unsightly.

Solution

Custodial staff should inform property managers to contact haulers for an additional pickup.



Resident Education and Outreach

EDUCATION RESOURCES

The City of Alexandria offers a number of resources to help educate residents about your building's recycling plan. Introductory videos, flyers, a residential service guide, and more are available online at [alexandriava.gov/go/\[url\]](http://alexandriava.gov/go/[url]).

Can't find what you need? Reach out to the City's Resource Recovery Division at 703.746.4135 to discuss options for additional support.

CUSTOMIZABLE FLYERS

Clear, eye-catching signage can play an important role in helping residents recycle properly. To help, the City of Alexandria offers online tools for buildings to create custom flyers outlining what goes to hang in common areas and by recycling bins.

Visit [alexandriava.gov/\[url\]](http://alexandriava.gov/[url]) to learn more.

COLLECTION BAGS

The City of Alexandria offers reusable recycling collection tote bags for residents in buildings participating in the Multifamily Recycling Pilot Program. Eligible residents can acquire a bag from the City or from building management after completing a brief introductory survey.

To get bags for distribution in your recycling program, please contact the City's Resource Recovery Division at 703.746.4135.

Contact Us

SUBMIT A SERVICE REQUEST

Alex311 connects you to more than 175 City services in a variety of convenient ways. The Alex311 mobile app and website allow you to attach photos and specify the location of service requests.

Call 311 or 703.746.4311 from anywhere in Alexandria, or submit requests on Facebook, Twitter and in-person.

When a service request is submitted, you'll receive an email including a summary of the details, an expected response date based on the request type and a case number to track progress.

TRANSLATIONS

For a Spanish or Amharic version of this Guide, please visit: alexandriava.gov/ResourceRecovery.