



**SAN BERNARDINO COUNTY'S
GUIDE TO RECYCLING IN
MULTIFAMILY DWELLINGS**

*Did you know...San Bernardino County covers over 20,000 square miles
and has a population of 2 million.*



COUNTY OF SAN BERNARDINO DEPARTMENT OF PUBLIC WORKS

**SOLID WASTE MANAGEMENT DIVISION
222 W. HOSPITALITY LANE, 2ND FLOOR
SAN BERNARDINO, CALIFORNIA 92415-0017
909/386-8701 800/722-8004
WWW.SBCOUNTY.GOV/DPW/SOLIDWASTE**

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This guide is designed to help in developing successful recycling programs for multi-family dwellings. For more information, please contact the County of San Bernardino Department of Public Works Solid Waste Management Division at 909/386-8701 or visit www.sbcounty.gov/dpw.solidwaste

ABOUT THE MULTIFAMILY DWELLING RECYCLING PROGRAM

The County of San Bernardino Solid Waste Management Division (SWMD) is committed to reducing the amount of trash that is sent to our landfills. In single-family homes, recycling and green waste containers are provided. Unfortunately, Multifamily Dwellings (MFD) face more challenges than single-family homes. SWMD can provide support and assistance to owners/managers of MFD's in developing recycling programs.



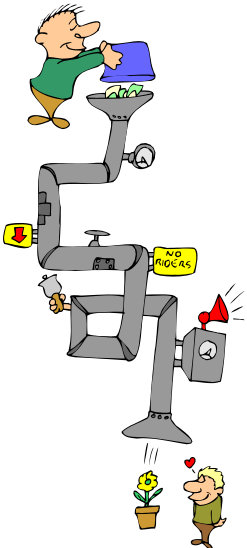
Listed below are many benefits for MFD to set up a successful recycling program:

Save Money:

Bottom line: Rates for recycling are less than those for trash. Converting a few trash bins to recycling bins will reduce your trash collection service bill.

Making Your MFD Attractive to Tenants:

Many MFD tenants want to conserve and protect the environment. A recycling program gives them the opportunity to do the right thing. An effective recycling program may also be a good selling point for new tenants. In addition, studies have shown that MFD tenants take more responsibility in their community when services such as recycling are available to them.



Helping Your Community and the Environment:

Recycling conserves valuable landfill space and provides reclaimed materials for manufacturing as well as saves precious natural resources from being harvested from the environment. Recycling may become mandatory to prolong the life of local landfills. Setting up a recycling program now will help prepare tenants for the future.

SETTING UP A MULTIFAMILY RECYCLING PROGRAM

SWMD Staff prepares a waste assessment.

During a waste assessment, SWMD staff will survey the contents of a typical trash bin, assess the amount of recyclables, and recommend changes to the current service. The waste assessment will provide recommendations to optimize recycling in your facility/complex. This typically entails the delivery of new bins or the exchange of existing ones



Meeting between MFD managers and SWMD staff.

SWMD staff will meet with MFD managers to discuss the program, go over the results of the waste assessment, explain the benefits, and procedures to implement the program.

Kickoff meeting with residents.

SWMD will organize a kickoff meeting at the MFD. In the case of a large facility, multiple meetings will be held so that they can meet with all of the residents. SWMD will advertise with posters in common areas.

At the meeting, signups will take place to determine which units have attended the meeting, provide a short presentation on recycling and the MFD Recycling Program, hold a brief question/answer period, and distribute containers and informational materials.

For larger MFD that has common areas (pool, rec room, etc.).

Additional outdoor recycling receptacles for California Redemption Value (CRV) beverage containers may be made available. The activities of volunteers or MFD staff must be coordinated to collect the receptacles contents, and money collected for the CRV containers can be used to supplement costs of community events.



Have recycling bins delivered.

The residents have been informed, the bins are in place, and now the real program begins. SWMD can also provide signage to designate “Recycling/Recycle” and “Trash/Basura”.

FREQUENTLY ASKED QUESTIONS



Will adding recycling to my current collection service cost more?

By reducing the number of trash pickups or size of your bins and by adding a recycling program, your complex produces less trash and increases recycling which in the end should lower your disposal costs.* Your tenants will not generate more materials overall; they will just place them in different containers.

This example rate sheet shows a rough estimate of the cost and savings. Exact figures will have to be presented to you by the SWMD staff when you change your service. Consider an MFD with seven (7) 4-cubic yard containers at \$166.75 a container for a monthly total of \$1,167.25.

- Option 1: Exchanging three (3) 3-cubic yard refuse bins for three (3) 4-cubic yard refuse bins serviced once a week at the monthly rate of \$500.25 and exchanging the remaining refuse bins for five (5) 3-cubic yard recycling bins serviced once a week at the monthly rate of \$419.85 Total savings is \$247.15 a month.
- Option 2: Exchanging three (3) 3-cubic yard refuse bins for two (2) 4-cubic yard refuse bins serviced once a week at the monthly rate of \$333.50 and exchanging the remaining refuse bins for four (4) 3-cubic yard recycling bins serviced once a week at the monthly rate of \$335.88*. Total savings is \$497.87 a month.

*Option two shows the greatest savings at almost \$500 a month or almost \$6,000 annually. **

Option 1	Bin Size	Number of Bins	Pickup weekly	Total
Refuse	4 cubic yard	Three	Once	\$500.25
Recycling	3 cubic yard	Five	Once	\$419.85
				\$920.10
Option 2				
Refuse	4 cubic yard	Two	Once	\$333.50
Recycling	3 cubic yard	Four	Once	\$335.88
				\$669.38

****Results are typical and the cost for service may vary depending on your area.***

What if there isn't enough room for the recycling bins?

There are couple options on how to install your recycling program bins. In complexes which have two bins in each enclosure, you could switch out one trash bin for one recycling bin of the same size. For those units that have room for only one bin in each enclosure, some facilities make one enclosure the "Recycling Center" so there is less chance of accidental contamination with general trash.



My residents already recycle. Why should they put recyclables into the MFD recycling bins?

When most people think about recycling, they are talking about bottles and cans with California Redemption Value (CRV). SWMD is well aware that some residents would rather redeem CRV beverage containers at recycling centers for cash. However, there are many other materials that can be placed in the recycling container, including newspapers, cardboard, tin cans,

plastic soap containers, and glass jars. 50% of most resident's trash. SWMD will provide tenants with a list of materials that can be placed in the recycle bin

These types of recyclable materials make up over

Will recycling bins increase scavenging?

Scavengers are looking for CRV containers that they can redeem for cash. Since most of the recyclables placed in the recycling bins are not worth much to the scavengers, they will soon stop visiting these bins. Also by keeping your enclosures clean and tidy, you will reduce the number of visits scavengers make.



What if my tenants don't want to participate in the program?

This is the main concern of most MFD staff. It was the same concern when single-family homeowners received refuse and recycling services and were provided automated carts. In today's world, more and more residents are willing to recycle to help the environment. Start talking to your tenants to get their input. Emphasize in conversation and educational brochures, that "recycling and waste reduction are part of your good neighbor policy".



Will I have to pay more if my recycling bins are contaminated with general trash?

There is no fine for having general trash in the recycling bin; however, the cost for disposal may increase if this occurs too often.

What's the cost for the indoor containers?

The indoor containers may be provided by SWMD for the initial start up. To avoid having the added expense of purchasing new containers every time a tenant moves out, consider including language in the lease agreement that requires a deposit on the container at the time of move-in, similar to a key deposit. Also work with your local MFD organizations to develop an addendum for your tenants

Where can I get the outreach materials?

The outreach materials will be provided when the recycling meeting for the residents is scheduled. Additional materials may be available from SWMD. Call 909/386-8701 for availability.

How do I plan the program rollout?

SWMD staff will do all of the work to coordinate the implementation. SWMD staff will bring containers, informational materials and recycling incentives and can give a short presentation with a question/answer period to help residents adapt to the new program. The only thing MFD staff will have to do is contact your local waste hauler and arrange the bins service that was determined to best fit your needs by SWMD.

How do I follow up with tenants who missed the rollout?

SWMD staff will revisit your complex and do additional education events to reach those residents that could not make the rollout event. SWMD staff will also leave extra containers and informational materials with the MFD managers for residents that stop in the office requesting materials.

Will this program continue after funds are exhausted?

Unfortunately, once the funds are exhausted, SWMD will no longer be able to supply recycling containers to residents. However, this shouldn't stop MFD from implementing their own programs. The cost saving from switching to a recycling program can pay for the initial amount of recycling containers, and a security deposit for the recycling containers can pay for replacements. It is recommended to put the bins on your move out checklist so that the next tenant can use the bin without having to purchase a new one.



GETTING NEW TENANTS ON BOARD

Most multifamily buildings have high tenant turnover. It's important to introduce new residents to the facility's recycling program early on to establish the right behavior before the new tenant has settled in.

Highlight the importance of recycling at the facility by including it in the tenant lease agreement as building policy. Language can be added that requires a deposit on the indoor recycling containers which is returned when the tenant moves out.

Make the recycling container, magnet and brochure a standard component of the move-in packet. Briefly go over acceptable items and explain the purpose of the indoor container. Suggesting good spots in the apartment for both a trash can and the indoor recycling container will also help the new tenant.

During the move-in orientation, visit the trash and recycling enclosures. Go over procedures to keep trash out of the recycling bins and to keep the enclosure areas clean.

Check in with the new tenant after a few weeks to answer questions about the recycling program and to provide positive reinforcement.

If your complex has a high turnover rate, contact SWMD for additional education events to keep all new tenants informed of the program.



TROUBLESHOOTING

Even a diligently maintained recycling program may encounter some problems along the way. It's best to be proactive and work out the issue before bad habits form or tenants' motivation to recycle is affected.

Frequent reminders about recycling is crucial to your program's success.

Make sure trash and recycling bins are placed in close proximity to make it convenient for tenants to use them properly. Check to be sure labels that identify the recycling bin are in place. Review "dos" and "don'ts" in a resident newsletter, at meetings, or post a notice prominently in common areas.



Lasting success of the recycling program depends on regular monitoring and upkeep. If neither management staff nor caretakers are on-site, it is highly advised to enlist the support of volunteer tenants as the "eyes and ears" of the program. Identify particularly motivated residents during the program rollout and approach them about volunteering. "Want ads" can also be posted in the common areas to recruit help. Arrange to check in with volunteers on a regular basis, and consider offering perks, such as a small rent reduction or other reward.

Network with other property managers to find out how their community programs are doing and exchange ideas and experiences. You might even consider setting up a competition to see which community can recycle more!

Scavenging creates noise and usually leaves the bin enclosure area untidy. It may also discourage your tenants from fully participating in the program. To deter scavengers, decals with this warning can be provided

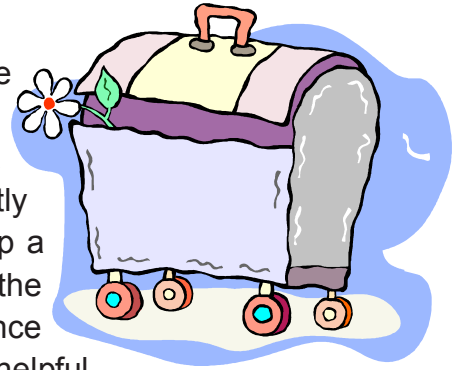


for placement on the trash/recycling bins. Keep container locked at night. Encourage tenants to keep an eye on the area and to report scavengers by calling your local authorities. Also keep storage areas clean and free of dumped waste items to deter scavenging activities.

MAINTAINING YOUR PROGRAM

If the building's new recycling program has been kicked off **Congratulations!** The hardest part of the work is done. But don't stop there! Maintaining the program is essential to ensuring long term success.

Invite comments and suggestions about the recycling program at meetings, through newsletters or word of mouth. Make it convenient; post your phone number prominently in the recycling and/or common areas, or put up a comment box. Check in frequently with the recycling volunteers and janitorial or maintenance staff. Respond to feedback and act on helpful suggestions.



Occasional reminders of the importance of recycling help keep tenants engaged. Boost their enthusiasm by posting the amount of materials recycled on a regular basis, along with a list of recycling benefits for the environment and community. Contact your local hauler and/or SWMD staff for these facts and additional ideas. If the facility has a bulletin board, create a designated "green corner" for this information. Consider competing for a recycling award; check with SWMD staff to see if there is a recognition program.

Celebrate success! Reward tenants for their efforts. This could be an acknowledgment in a resident newsletter, a posting on the bulletin board or even a party—for example, on the anniversary of the program. If the building's trash bill has been lowered due to recycling, use some of the savings to buy refreshments for the festivity.



OTHER GREEN IDEAS

When tenants move in or out, they usually find themselves with additional items to dispose of, such as packing materials and unwanted household goods and hazardous materials. At these times, tons of extra trash is generated in their community,. Residents in a hurry to vacate often throw everything they don't want to take with them into the trash. You can keep the mess and an expensive trash bill to a minimum by encouraging your residents to reuse and recycle their unwanted stuff. Here's a few ways to make it happen:



Have a yard/garage sale:

Have residents let you know when this will occur so you can inform other tenants. Have them advertise around heavily traveled intersections close to your neighborhood and to keep a count of the signs they post, so that late they can remember how many to take down.

Packing Materials:

Styrofoam peanuts: Clean peanuts can be reused at mailing centers (like FedEx or UPS). Call your local mailing center for information.



Newspaper and packing paper: ***All paper and cardboard packing materials*** can be recycled in your bin. **Make sure boxes are flatten if not being reused.**

Household Goods:

Your local library accepts used books and magazines in good condition as well as CD's, DVD's and video cassettes in good condition and in their original cases. For additional information on library locations and additional programs visit www.sbcounty.gov/library.



Furniture*, electronics, appliances and clothing in good condition can be donated to a local thrift store.

*Broken furniture, mattresses and box springs, etc. can be placed in the general trash container. If they do not fit, tenants can haul them to the landfill or contact a local hauling company for a bulky item pick up.

California Materials Exchange (CalMAX)

<http://www.calrecycle.ca.gov/CalMAX/>



CalRecycle's CalMAX portal connects businesses, organizations, manufacturers, schools, and individuals with the most effective online resources for exchanging materials. One business' trash is another business' treasure. By reusing materials, we conserve energy, resources, and landfill space, while reducing disposal, green house gas emissions, and purchasing costs. Please use one or more of the following resources to list or find materials. Thank you for your continuing commitment to reuse!

To locate additional resources or if you are looking for an exchange that's not listed on the CalMAX portal, popular search engines ([Bing](#), [Google](#), [Yahoo!](#)) may help you find it by using keywords: "materials exchanges" or "reuse."

San Bernardino County Fire Department Hazardous Materials Division—Household Hazardous Waste

<http://www.sbcfire.org/hazmat/hhw>

Household hazardous waste is "any hazardous waste generated incidental to owning or maintaining a place of residence. Household hazardous waste does not include any waste generated in the course of operating a business concern at a resident." (California Health and Safety Code Section 25218.1 (e)) The Department of Resources Recycling and Recovery (CalRecycle has additional information about household hazardous waste management. <http://www.calrecycle.ca.gov/HomeHazWaste/>



Household Hazardous Waste Program
2824 East "W" Street, Bldg. 302 (San Bernardino Intl Airport)
San Bernardino, CA 92415-0799
Phone: 909.382-5401 or 1.800.OILY CAT (645.9228)

Electronic waste collection available throughout
San Bernardino County call 1.800.OILY CAT (645-9228)





IMPORTANT PHONE NUMBERS

Waste Collection Services By Region

Collection service includes pick up of bulky items and e-waste at no additional cost. Please call service provider for details and to arrange pick up.

Uniform Handling (UH): All residential and commercial customers subscribe to hauler-provided trash service

Unincorporated Community	Service Provider	Services	UH	Phone
Valley				
Redlands-Mentone-Oak Glen	Empire Disposal	Trash & Recycling	yes	909-797-9125
Devore-North San Bernardino- Del Rosa-East Highland	Jack's Disposal Services	Trash & Recycling	yes	909-884-9944
Grand Terrace-Loma Linda	Burrtec Waste & Recycling	Trash & Recycling	yes	800-423-9986
Muscoy-San Bernardino	Cal Disposal Services	Trash & Recycling	yes	909-885-1023
North Rialto	EDCO Disposal Services	Trash & Recycling	yes	909-822-9739
Mt. Baldy-San Antonio Hgts- Upland	Burrtec Waste Industries	Trash & Recycling	yes	909-822-9739
Montclair	Burrtec Waste Industries	Trash & Recycling	yes	909-822-9739
Chino-Chino Hills	USA Waste of Calif.	Trash & Recycling	yes	800-423-9986
West Fontana	Burrtec Waste Industries	Trash & Recycling	yes	909-822-9739
Bloomington	EDCO Disposal Services	Trash & Recycling	yes	909-822-9739
Desert				
Barstow-Lenwood/Hinkley	Burrtec Waste Industries	Trash & Recycling	no	760-256-2730
Hesperia	Advance Disposal	Trash & Recycling	no	760-244-9773
Boron-Kramer Jct.-Trona	Benz Sanitation	Trash	no	661-822-5273
Phelan-Pinon Hills	C R & R	Trash	no	760-868-6353
Yucca Valley-Joshua Tree	Burrtec Waste & Recy- cling	Trash & Recycling	no	760-365-2015
Apple Valley-Victorville-Adelanto- Silver Lakes-Lucerne Valley- Landers	AVCO/Burrtec Waste Ind.	Trash & Recycling	no	760-245-8607
Twentynine Palms	Burrtec Waste Industries	Trash & Recycling	no	760-367-9168
Yermo-Newberry Springs	Burrtec Waste Industries	Trash & Buyback	no	760-254-2033

Waste Collection Services By Region

Collection service includes pick up of bulky items and e-waste at no additional cost. Please call service provider for details and to arrange pick up.

Uniform Handling (UH): All residential and commercial customers subscribe to hauler-provided trash service

Unincorporated Community	Service Provider	Services	UH	Phone
Mountain				
Crestline-Running Springs-Lake Arrowhead	Mountain Disposal Services	Trash & Recycling	yes	909-338-2417
Barton Flats-Angeles Oaks-Forest Falls	Empire Disposal	Trash	no	909-797-9125
Fawnskin-Baldwin Lake-Lake Williams	Big Bear Disposal	Trash & Recycling	yes	909-866-3942
Big Bear City	Big Bear City CSD	Trash & Recycling	yes	909-385-2565
Wrightwood	C R & R	Trash & Recycling	no	760-868-6353

Environmental Health - Land Use Services

<http://www.sbcounty.gov/ehlus/AboutUs.aspx>

County Government Center
385 N. Arrowhead Avenue
San Bernardino, CA 92415

Jerry Lewis High Desert Government Center
15900 Smoke Tree Street, Suite 131
Hesperia, CA 92345

Providing services for:
Building & Safety
Planning
909/387-8311

Providing services for:
Building & Safety
Planning
760/995-8140

Code Enforcement
Environmental Health
Fire Hazard Abatement
909/884-4056

Code Enforcement
Environmental Health
Fire Hazard Abatement
760/995-8148

Mosquito and Vector Control Office
2355 East 5th Street
San Bernardino, CA 92415
909/388-4600

County of San Bernardino Contact Information

County of San Bernardino,
Department of Public Works
Solid Waste Management Division
909-386-8701
www.sbcounty.gov/dpw/solidwaste



Board of Supervisors

<http://www.sbcounty.gov/bos>

County Government Center
385 N. Arrowhead Ave., 5th Floor
San Bernardino, CA 92415-0110
909-387-4830 Monday-Friday

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Janice Rutherford,	Second District
Neil Derry,	Third District
Gary Ovitt,	Fourth District
Josie Gonzales,	Chair, Fifth District