BizSMART

PROPERTY MANAGER GUIDE

Recology San Mateo County WASTE ZERO

Rethink waste South Bayside Waste Management Authority Simple. Smart. Green.

RecologySanMateoCounty.com
RethinkWaste.org
(650) 595-3900

You hold the key to success!

As a property owner or manager, you see how much trash your residents throw away. You also know more garbage means a higher bill. The environment pays a price, too. Creating trash consumes landfill space and wastes scarce natural resources. Fortunately you can save money and the environment by recycling. We hope this toolkit provides you with everything you need to implement a successful recycling program at your property.

The toolkit contains the following:

1. **Property Manager Guide —** This guide provides tips and resources to set up and maintain an effective on-site recycling program. Please review the guide and keep it for future reference.
2. **Recycling Poster —** This poster lists and illustrates the materials that are accepted and those that are not. Please post in your property's recycling area.
3. **Compost Poster —** This poster lists and illustrates the materials that are accepted and those that are not. The BizSMART Compost Collection Program is subscription based. If you are not currently participating, contact Recology San Mateo County to learn more. *(See Helpful Contacts on back page.)*
4. **Move-In Packet —** This packet is designed to introduce new residents to the property's recycling program. Each packet includes a welcome letter, a "how-to" postcard with a list of recyclable materials, and a flyer addressing waste items typically generated during move-in. Please give the packet to new residents as soon as they move in.
5. **Move-Out Flyer —** This packet provides resources to help residents reduce waste when they leave your property. Please give to residents as they prepare to move out.
6. **Recycling Buddy & Compost Kitchen Pails —** Recycling Buddy Bags make it convenient for your residents to recycle at no additional cost. Kitchen Pails are also available for no additional cost for those with Compost collection services. Contact Recology San Mateo County for more information.

RECYCLING PROGRAM BASICS

- Recycling containers are provided and regularly emptied **at no additional charge**. If you need to make changes to your recycling or garbage service, contact Recology San Mateo County, your collection service provider. *(See Helpful Contacts on back page.)*
- For a list of materials accepted in the blue Recycle Cart/Bin, please refer to the how-to postcard or the recycling poster included in this toolkit.
- Many materials not accepted in the blue Recycle Cart/Bin can still be reused or dropped off for recycling elsewhere. For information on where to take these items, contact Recology or RecycleWorks. *(See Helpful Contacts on back page.)*

TIPS FOR SETTING UP A SUCCESSFUL PROGRAM

- **Set a supportive tone about recycling early.**
- **Introduce new residents to your property's recycling program as soon as they move in.**
- **If possible, do a walk-through of the property and visit the recycling area.**
- **Provide residents with a map of the site with the recycling location clearly marked.**
- **Emphasize that recycling and other waste reduction efforts are part of your property's good neighbor practice.**

SUCCESSFUL RECYCLING & COMPOSTING

BE CONSISTENT.

Frequent reinforcement is crucial to your recycling program's success. You can add a recycling and composting (if you subscribe to compost collection services) requirement to leases. Remind and update your residents on the program through flyers posted in common areas, emails (consider setting up an opt-in resident email list) and personal contact.

BUILD ENTHUSIASM.

Share the environmental benefits of recycling, composting and waste reduction to motivate your residents. Make them feel part of a team effort. Present recycling as part of a good neighbor practice that helps build community. Consider a slogan or name for your property's program, e.g., "Park Towers Recycles!," to foster a sense of ownership among your residents.

INVOLVE RESIDENTS AND MAINTENANCE STAFF.

Recruit motivated neighbors to help monitor the centralized Recycle and Compost containers, report problems, distribute informational materials, and talk to other residents about the program. Solicit input from maintenance staff to help solve problems and continuously improve the recycling program.

GIVE AND SOLICIT RESIDENT FEEDBACK.

Provide positive reinforcement and sustain enthusiasm by posting the amount of materials recycled in a common area. (Note: Recology San Mateo County can provide this information to you on an annual basis through a Progress Report.) Consider setting a goal for your property and tracking progress on a regular basis. Invite resident feedback and suggestions for improvement.

NETWORK WITH OTHER PROPERTY MANAGERS.

Find out how recycling programs at other properties in your area are working and exchange ideas and experiences. Make it an agenda item at your next property manager's association meeting.

BEYOND THE CART: REUSE

Reuse is even better than recycling. Reuse helps retain the resources that went into making the item, including energy.

ENCOURAGE REUSE.

Most residents struggle with a lack of storage space. To promote reuse and prevent residents from dumping items in the trash room or carport, consider sponsoring a **property-wide yard sale.**

If your property cannot accommodate such an event, consider arranging with a local **charity for a special pick-up day at your location.**

Let residents know that there are also several local **online material exchange services,** including www.craigslist.org, www.freecycle.org, www.classifiedads.com and and www.fogster.com.

You can order **free Reuse Guides** from RecycleWorks. *(See Helpful Contacts on back page.)* Consider posting a copy of the guide in a common area as well as having several copies on-hand to give to your residents.

Consider designating an area in the laundry room, garage, lobby or another common area of the property for a **swap table.** Invite residents to place items that are in good condition, such as books or children's toys, for others to take. This works best if you have at least one resident willing to keep the area tidy.

WASTE PREVENTION

The easiest way to manage waste is not to create it in the first place.

STOP JUNK MAIL.

The average resident receives about 7 times more direct mail than personal mail. Encourage your residents to have their names taken off commercial marketing lists. Filling out a couple of form letters will eliminate most junk mail. For detailed instructions contact RecycleWorks *(See Helpful Contacts on back page)* or visit www.stopjunkmail.org or 41pounds.org.

BULKY ITEMS

Recology San Mateo County provides two annual On-Call Bulky Item collections per unit at no additional cost to help your residents dispose of excess garbage and oversized items such as appliances, mattresses, furniture, etc.

Each unit in your property may place up to two cubic yards (3 ft. x 3 ft. x 6 ft.) of bagged, boxed or bundled garbage, recyclables or compost, in addition to one large appliance, one bulky item and one Electronic Scrap (E-Scrap) item. Note that pick-ups can only be made for the entire property and have to be scheduled by the property manager or owner. Call Recology San Mateo County to request an appointment and for more information. *(See Helpful Contacts on back page.)*

Please encourage residents to donate reusable items to local organizations. If there are reusable items in your bulky pick up, please keep them separate from the garbage and mark them as "Donation."

ENVIRONMENTALLY SOUND PROPERTY MANAGEMENT

Reducing household waste is just one aspect of eco-friendly property management. There are many other ways to ease your property's impact on the environment, save money and make your residents feel good about being part of your property's community.

CONSTRUCTION AND DEMOLITION

Are there community remodeling activities underway on your property? Construction and demolition materials (C&D) make up 28% of the trash going to landfills in California. Most cities in San Mateo County have passed ordinances that require recycling of these materials. Contact your city or the County of San Mateo to find out about the applicable policy. Recyclable C&D materials include clean wood, paper, cardboard, scrap metal, dirt, concrete, asphalt, clean carpet padding, and yard trimmings. All of these can be recycled at the Shoreway Environmental Center. *(See Helpful Contacts.)*

For additional C&D recycling locations, information on other materials, or to order a *Construction Site Recycling Guide*, contact RecycleWorks. *(See Helpful Contacts.)*

LANDSCAPING AND PEST MANAGEMENT

The way you manage your property's landscaped areas greatly affects the health of local creeks, the San Francisco Bay and the Pacific Ocean. Minimizing the use of pesticides and garden chemicals, choosing native and drought-resistant plants, using mulch and switching to a water-efficient irrigation system are all eco-friendly landscaping techniques. The rewards are not only a reduced water bill and less maintenance but also a yard that is safer for your residents, pets and local wildlife. To learn more about less toxic pest control visit www.ourwaterourworld.org. To request a free copy of the booklet "Bay Friendly Gardening" call the San Mateo Countywide Stormwater Pollution Prevention Program (STOPPP.) *(See Helpful Contacts.)*

ONLY RAIN DOWN THE STORM DRAIN

80% of pollutants entering the San Francisco Bay come from polluted stormwater runoff. Sources of the pollution include leaking oil, antifreeze and gasoline from vehicles, soap and chemicals from washing cars, pesticides and sewage leaks. Please monitor the storm drains adjacent to your property and encourage your residents to do the same. For more information, call the San Mateo Countywide Stormwater Pollution Prevention Program (STOPPP.) *(See Helpful Contacts.)*

HOUSEHOLD HAZARDOUS WASTE (HHW)

It is illegal to dispose of toxic materials in the garbage and they must be handled separately. Help your residents do the right thing and keep toxics out of the garbage by letting them know how they can properly manage their HHW. Two types of service are available to you:

Household Hazardous Waste (HHW) Collection for Residents

Hazardous Waste Collection for Businesses

HHW COLLECTION FOR RESIDENTS

ON-SITE BATTERY/CELL PHONE RECYCLING:

It is illegal in California to throw household batteries (AAA, AA, C, D, button cell, 9 Volt, and all others, both rechargeable and single use) and cell phones in the garbage, as they are considered Universal Waste. Contact Recology to set up a permanent collection program at your property, **available for no additional cost**.

HHW PICKUP SERVICE FOR ELIGIBLE RESIDENTS:

If you own or manage a property in **Belmont, East Palo Alto, Foster City, Hillsborough, Menlo Park, San Carlos, City of San Mateo or West Bay Sanitary District,** your residents can use the convenient Door-to-Door HHW Collection Program to properly manage their HHW. *Residents can call 1-800-HHW-PKUP or send an email to atyourdoor@wm.com to schedule an appointment.* At Your Door Special Collection (RethinkWaste's contractor for the service) will then mail them a tool kit. At Your Door will pick up the items on their appointment day. There are no additional costs for the service as the costs for the program are already included in the garbage bill. They can make as many appointments as needed.

HHW DROP OFF BY APPOINTMENT:

Household toxics including cleaning supplies, oil-based paint, pesticides, garden & hobby chemicals and mercury-containing items:

San Mateo County Household Hazardous Waste Hotline
Call 650-363-4718 for a drop-off appointment. Collections are held most Thursdays through Saturdays at the County's permanent facility.

HAZARDOUS WASTE COLLECTION FOR BUSINESSES

As a business, property management companies may fall into the Very Small Quantity Generator (VSQG) program offered through the San Mateo County Environmental Health Department. If your property needs to dispose of quantities larger than allowed under the VSQG program, contact a Hazardous Waste hauler to properly handle your materials. Fees apply. *(See Helpful Contacts.)*

ELECTRONIC SCRAP

Discarded computers, monitors, televisions, cell phones, fax machines, stereos and other electronic equipment contain heavy metals and other toxic materials. **It is illegal to put these items in the garbage.**

Recycling: Free drop-off at Shoreway Environmental Center. *(See Helpful Contacts.)*

Reuse: Goodwill's Re-Connect program, 1-888-4-GOODWILL. For 20 or more computers, a free pick-up can be arranged. Call 415-575-2150.

HELPFUL CONTACTS

- **RethinkWaste**
  650-802-3500
  www.RethinkWaste.org
- **Recology San Mateo County**
  650-595-3900
  www.RecologySanMateoCounty.com
  Mon-Fri 8 a.m. – 5 p.m.
- **Shoreway Environmental Center South Bay Recycling**
  333 Shoreway Road
  San Carlos
  650-802-8355
  www.SBrecycling.net
  Public Recycling Center:
  M-Sat 8:30 a.m. – 4 p.m.
  Transfer Station:
  Mon-Fri 6 a.m – 6 p.m.
  Sat, Sun 8 a.m. – 5 p.m.
- **Door-to-Door HHW Program**
  At Your Door Special Collection
  1-800-HHW-PKUP
  For residents of Belmont, East Palo Alto, Foster City, Hillsborough, Menlo Park, San Carlos, San Mateo or West Bay Sanitary District
- **RecycleWorks**
  1-888-442-2666
  www.RecycleWorks.org
- **San Mateo County Household Hazardous Waste Program**
  For drop-off appointments
  650-363-4718
  www.smhealth.org/hhw
- **San Mateo County Department of Environmental Health**
  VSQG program, hazardous materials disposal, storm- and groundwater protection, and to report sewage leaks, hazardous material spills and illegal dumping into storm drains
  650-363-4305
  www.smhealth.org/environ
- **San Mateo Countywide Stormwater Pollution Prevention Program (STOPPP)**
  650-363-4305
  www.flowstobay.org
- **Your city** may also be able to assist with recycling, stormwater, construction and demolition, green building and other waste-related issues.

OTHER RESOURCES

For more information relevant to multi-family property managers, contact:

- **Acterra**
  650-962-9876
  www.acterra.org
  Environmental stewardship, information and activism. Published eco calendar.
- **California Apartment Association**
  800-967-4222
  www.caanet.org
  Statewide rental housing trade association.
- **Sustainable San Mateo County**
  650-638-2323
  www.sustainablesanmateo.org
  Awards program, annual indicators report and more.
- **Tri-County Apartment Association**
  408-873-1599
  www.tcaa.org
  Provides service and support to rental property owners in San Mateo, Santa Clara and Santa Cruz Counties.