



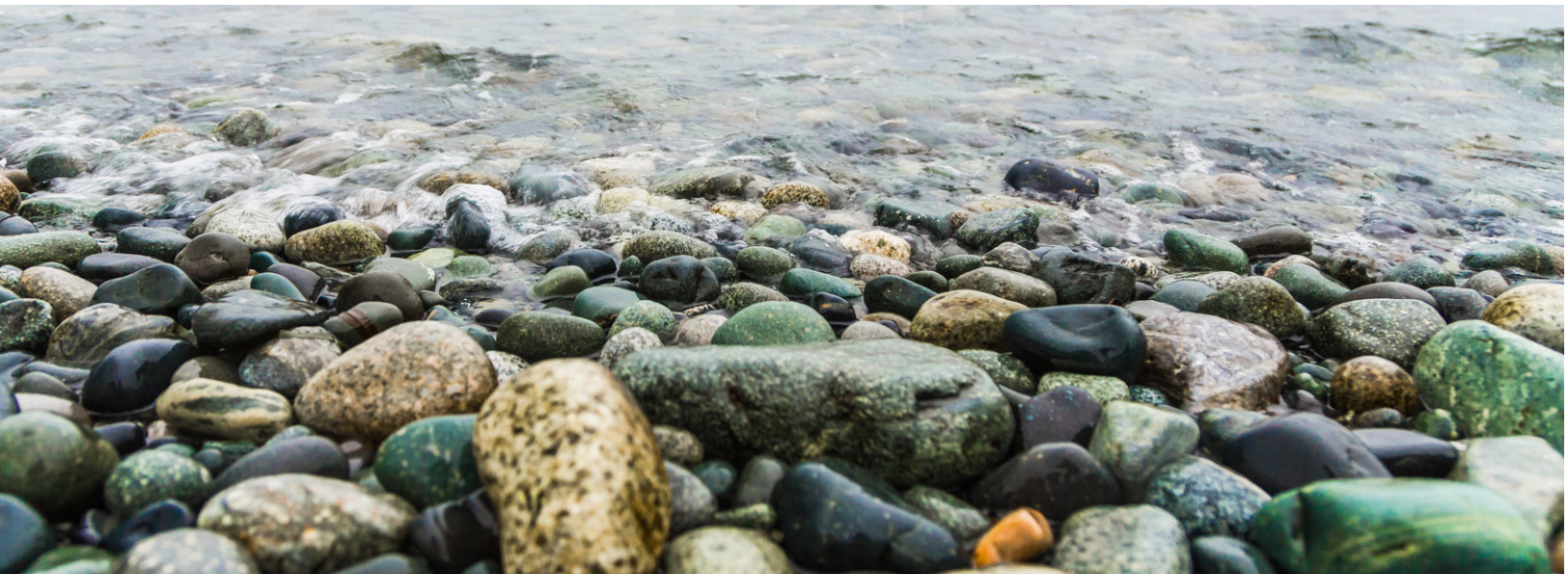
Waste Management & Recycling

Guide for **Property Managers**



Territorial Acknowledgement

The Capital Regional District (CRD) conducts its business within the Territories of many First Nations, including but not limited to BOKÉĆEN (Pauquachin), MÁLEXEŁ (Malahat), paaʔčiidʔatx (Pacheedaht), Spuneʼluxutth (Penelekut), Scʼianew (Beecher Bay), Songhees, STÁUTW (Tsawout), TʼSou-ke, WJOŁEŁP (Tsartlip), WSIKEM (Tseycum), and xʷsepsum (Kosapsum) Nations, all of whom have a long-standing relationship with the land and waters from time immemorial that continues to this day.



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This guide was produced in 2025 by WCS Engagement and Planning for use within the capital region.



Purpose of this Guide

This guide provides practical solutions to help **property managers (including strata councils or landlords)** set up systems, policies and practices to keep organic and recyclable materials out of the Hartland Landfill.

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Watch for these icons throughout:



The **gear** —highlights supporting tools



The **lightbulb** — highlights best practice pointers, tips, and key things to consider

Introduction

Managing & Minimizing Solid Waste in the Capital Region

The Capital Regional District (CRD) is responsible for developing and implementing a regional Solid Waste Management Plan (SWMP) that provides a high-level, long-term vision for managing and reducing solid waste, with actions established to meet regional targets and goals.

Successful implementation of the SWMP is a shared responsibility and will require involvement from residents, businesses, institutions, First Nations, municipalities, non-profit associations, and the local waste management industry.

The CRD reports annually on progress towards the SWMP goals. Visit our website for the latest report from your area and to track progress towards SWMP goals.

As regulations and guidance relating to waste may vary by municipality, it is important to understand all applicable regulations in the community in which you are operating.

These **Waste Management & Recycling Guides** are intended to support key sectors in aligning with waste management best practices and maximize diversion of recyclable and organic materials from Hartland Landfill.

Please note that this document should be used with, not in place of, all applicable building codes, municipal standards and other relevant legislation.

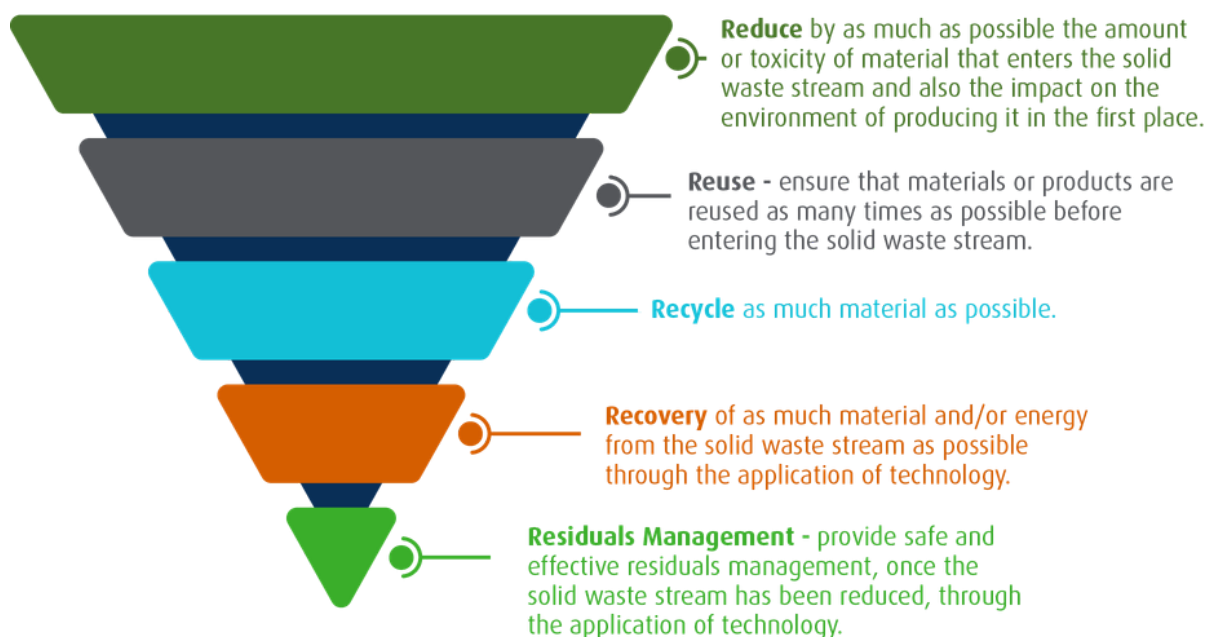


The 5R's Pollution Prevention Hierarchy

In BC, regional districts develop SWMPs to manage solid waste in accordance with the 5R Pollution Prevention Hierarchy and the provincial Environmental Management Act. SWMPs help to:

- Guide policies, actions, and investments toward the top of the pollution prevention hierarchy
- Support systems and product designs which focus on reducing waste
- Provide a tool for evaluation and planning when considering new solutions

This guide will set up your property to maximize waste diversion and commit to ongoing waste reduction.



The Case for a Zero Waste Approach

Embracing a zero waste strategy can enhance a property's resilience in response to shifting market dynamics and the expectations of customers, governments, or residents. This approach not only benefits your property users but also your community and the environment.



Minimize Operational Costs

Reduce waste to mitigate rising disposal costs and manage labour effectively



Recruit & Retain Top Talent

Offer purpose-driven work that appeals to values-aligned professionals



Lead and Stand Out

Show innovation and climate smart approaches to set the bar in your industry



Be Regulation Ready

Get ahead of evolving laws to avoid penalties and maintain contract eligibility



General Responsibilities

When planning your waste and recycling systems, keep three main responsibilities in mind:

1. Adequate Storage & Collection

Property managers should maintain:

- accessible spaces for the sorting and storage of organics, recyclables and garbage
- enough space for necessary containers, based on property uses and volumes
- enough space for hauler vehicle access

Ensure waste and recycling areas are conveniently located, clean and well-maintained, are well-lit, and use regionally standardized signage.

2. Maximize Diversion from Landfill

Residents and businesses have an ongoing responsibility to reduce waste, maximize diversion and comply with disposal bans. Property developers should support this through:

- installing recycling and organic containers based on current and predictable future needs
- providing space for the collection of items with extended producer responsibility (batteries, lightbulbs, paint, appliances and more)
- providing resources to support waste reduction and diversion (Waste Management Guides & Tools from this series, Tenant Move-In Toolkits)

For up-to-date information on item bans and disposal options, head to: www.crd.ca/hartland

3. Meet Waste Management Regulations

The CRD and the 13 municipalities within it have regulations that impact waste management. To ensure regulatory compliance check for:

Solid Waste & Recycling Regulations which may address:

- Requirements and collection standards for the management of recycling, organics, and garbage, from all sectors
- Requirements that recyclable materials, including organics, be separated from garbage
- Noise restrictions and allowable collection hours, materials accepted, weight limitation, correct packaging for collection, etc.

Tipping Fee Bylaws & Disposal Bans which may address:

- Details of material-specific tipping fees charged at depots or embedded in hauling rates
- Banned materials that local disposal facilities do not accept, either because there are already disposal programs set up for these items or because they are hazardous.

BC Public Health Act which requires a person not to willingly cause a health hazard or act in a manner the person knows, or ought to know, will cause a health hazard. Local public health bylaws often include requirements to ensure waste storage does not provide shelter, refuge or food for rodents.

BC Fire Code which requires that spaces and infrastructure provided for the storage of combustible waste materials conform to the British Columbia Building Code. Local fire bylaws may place additional requirements, for example, mandating that garbage and recycling containers be made of non-combustible material, containers be stored at a distance from any combustible material and from unprotected areas (e.g., without sprinkler) around or inside any structure, and/or that self-closing lids are required for all containers.

BC Building Code requires that rooms for temporary storage of combustible refuse such as garbage or waste paper are separated from the remainder of the building by a fire separation with a fire-resistance rating of not less than one hour, and be sprinklered.

Drainage, Dyke or Sanitary Sewer System Regulations which may address the management of fats, oils and grease, especially from food sector businesses, to ensure no oil or grease is discharged into a sanitary sewer or drainage systems.

Traffic Regulations which may require that recycling and garbage containers are not placed on roadways.

Unsightly Premises/Waste Area Screening Regulations which may address property aesthetics, including preventing garbage from accumulating and removing any accumulations.

Wildlife Conflict Avoidance Regulations which may address managing wildlife attractants, ensuring material streams are securely stored, and the fines applicable upon failing to secure attractants.

Waste management guidelines and bylaws are frequently updated and reviewed in communities across the capital region. **Check municipal and CRD regulations online** for the up-to-date information.



Use this guide to set up waste systems that help residents reduce waste, recycle more, and keep recycling, organics, and garbage streams free of contaminants.

Step 1: Understand Your Waste

Knowing what types of waste and recycling your property produces is the first step to finding ways to manage and divert waste better. There are several ways to get a clear, data-based picture of your current waste and diversion practices:

- **Do a Visual Check:** use the tools in this guide to look for contamination and other issues
- **Review Hauler Reports:** look for waste container volumes, contamination incidents and pickup frequency
- **Do a Waste Audit:** work with your hauler or an external auditor to get a detailed picture of what your building throws out.

Mixed-Use Buildings

For buildings with different users sharing the same waste rooms, waste data gets combined, making it harder to see where issues come from.

To create effective reduction and diversion plans, try checking waste before it reaches the central containers. One option is to have temporary 'waste reps' from each user group help identify where materials and contamination are coming from

Waste Infrastructure

Document container locations, waste and recycling areas, routes that people must use to move waste, and any space or access limitations.

Contamination

Talk to janitorial staff, commercial partners and residents who use the waste system every day. Their insight helps you understand real operational issues. Involve interested users as waste-management “champions” to support review, planning, and monitoring.

Step 2:

Set Up Waste & Recycling Systems

Effective waste management requires well-designed spaces and clear systems. All waste sorting locations should be accessible, safe, well-maintained and provide information that allows users to maximize recycling and minimize cross-contamination. Most multi-family/mixed-use properties will have a centralized waste collection area and several waste sorting stations spread throughout the property.

Setting Up Waste Sorting Stations

Consider how users flow through your property and ensure waste stations are convenient and easy to use.

- **Group containers** (organics, recycling, and landfill) into stations to optimize diversion and minimize contamination
- **Use consistent container styles, order and signage** throughout the property
- **Make stations clearly visible**, not hidden in corners or behind doors
- **Maintain clear walkways and minimize hazards** (e.g., slopes/stairs) for users emptying containers

Selecting Containers & Equipment

Bins	• Choose durable bins • Choose smaller bins for garbage to encourage waste reduction
Lids	• Make sure lids fit tightly • Use restricted openings (i.e. slots for paper, round openings for bottles) • Coordinate lid colours with signage colours
Liners	• Check with your hauler to determine if bin liners are accepted
Cleanliness	• Keep bins clean and provide hand sanitizer stations • Select bins with smooth, easy-to-clean surfaces

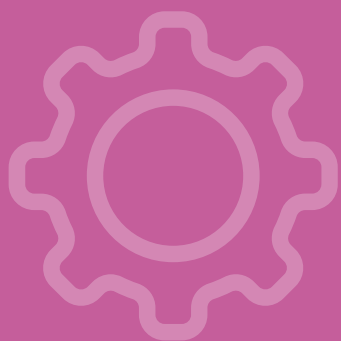


Waste & Recycling Area Best Practice

Whether inside or outside, waste and recycling areas should:

- Have **clear information** and training on what goes where
- Ensure containers are labelled with **matching signage** throughout the property
- Keep containers accessible in a **well-lit, clean, and safe** area
- Use **wildlife-proof containers** in locations that may attract wildlife
- Have **locking outdoor containers** if public access is a concern (use code locks to eliminate barriers related to lost keys)
- Install 'elephant' **door stops** on doors where containers need to be moved for collection

If a property has **residential and commercial units**, provide **separate waste and recycling areas**. This allows for targeted education, better compliance and equitable cost-sharing efforts.



Access Accompanying Tools

For additional information and support on:

- Planning Waste & Recycling Areas
- Planning for Collection Vehicle Access
- Contracting Waste Haulers
- Doing a Visual Waste Audit

Use Standardized Signage

Signs and colour schemes are becoming standardized in the capital region to help everyone sort waste and recycling, whether they are at home, work, public spaces or local depots.

When choosing signage consider:

- **Placement** — signs should be where users make disposal decisions. Put them at eye level, use a large font, and make them easy to see when bin lids are open and closed
- **Language and Accessibility** — use clear wording and images. Consider translating text to the main languages used in your building.
- **Durability** — make sure signs hold up to cleaning, moisture, and last a long time.

Selecting the right signage can reduce contamination and make waste rooms easier to manage.



Regionally standardized signage for multi-family properties is available to download at: www.crd.ca/apartments-condos

Step 3:

Get Property Users Involved

Properties that do a good job of sorting waste and recycling usually start by planning education and communication with different users. The matrix below can help you determine which information might be motivating and useful for each type of user.

Information Types	Unit Owners	Long-term Rental	Mid-term Rental	Short-term Rental	Commercial Users	Third-party Users
Waste & Recycling Area Requirements & Policies	✓	✓	✓		✓	
Updates on changes to bins or materials being collected on site	✓	✓	✓	✓	✓	✓
Educational resources on the importance of waste reduction	✓	✓	✓	✓	✓	✓
In-unit resources (e.g., signage, bin sticker kits, info sheets)	✓	✓	✓	✓	✓	
Cost impacts of waste collection service charges	✓				✓	

Provide concise communications and training opportunities. Consider the methods you can use to distribute information such as:

- Email/newsletter updates
- Property AGMs/meetings
- Elevator/notice board signage
- Orientation sessions
- Notices in waste and recycling areas

Use Policy To Set Expectations

One of the most impactful, low-cost ways to improve waste management practices is to have policies that align with best practices. Use your policies to:

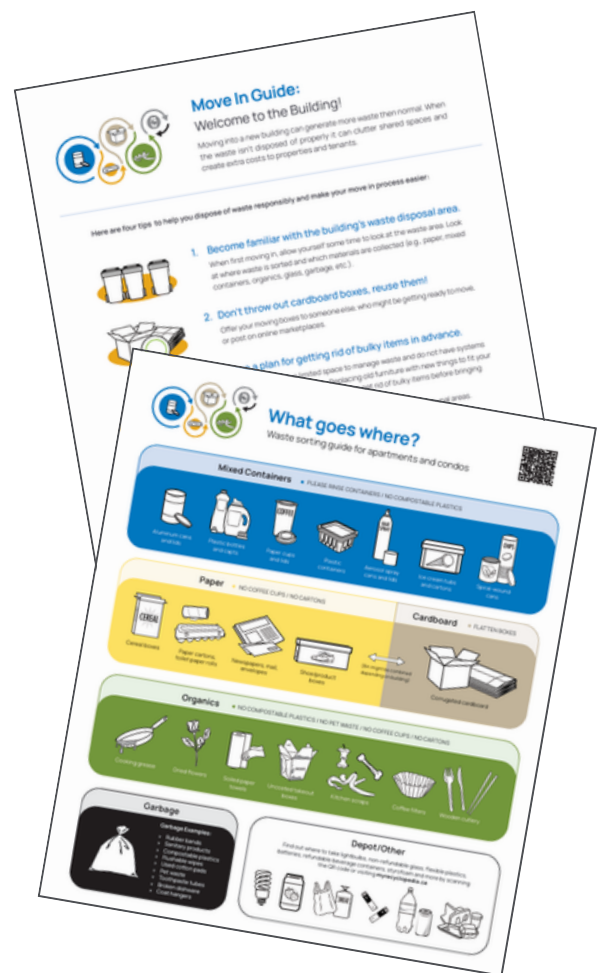
- Tell residents to separate organics, recycling, and garbage.
- Explain how to move waste to sorting areas (e.g., use service elevator, clean up spills).
- Give clear rules for each waste type (e.g., flatten cardboard) and follow up if needed.

Set policies that make unit owners, operators, and any third-party contractors (such as rental or cleaning companies) responsible for making sure waste is managed properly and consistently.

Provide Resources

Resources can include:

- **Sorting Guides** — a list of accepted and not accepted items. Available to print or you can provide a QR code (see website below)
- **Move-In Guide** — instructions for setting up in-unit waste sorting systems, an overview of property waste systems, servicing schedule, and any related contact details
- **Posters** — for on-going education in areas such as kitchens or offices
- **Container Labels and Signage** — standardized colours and icons for use inside homes or businesses that match the containers in the waste room (available on the CRD website)
- **Info Sheet** — detailing contamination fees, handling bulky items, and e-waste disposal



The CRD has **ready-made resources** including move-in/move-out kits, signage and more.

Available at: www.crd.ca/apartments-condos

Step 4:

Launch Waste & Recycling Systems

Make a defined 'launch' period for updated waste and recycling systems to define a timeline for user engagement and system testing.

Launch Checklist

Waste & Recycling Area Set-up

- ✓ Make sure all containers are in place, standardized colour-coded signage is installed, and educational posters are up
- ✓ Stock supplies, such as clean-up and fire safety equipment, or bin liners (if providing)
- ✓ Post waste pickup schedule for users
- ✓ Create and share your issues log (see Step 5) to track any feedback or problems

Route Safety & Access Checks

- ✓ Put up clear signs so people can find waste sorting areas and keep access routes clear
- ✓ Check door swings do not obstruct containers, and install 'elephant' door stops
- ✓ Test that locks/keypads work, and users and waste haulers have access
- ✓ Get feedback on routes used to transport waste (e.g., push tests for heavy organics containers, elevator fit) and adjust if necessary
- ✓ Confirm lighting and ventilation are in working order

Decentralized Waste Stations Set Up (e.g., in lobby, shared kitchens, and in units)

- ✓ Check that all stations use a consistent container order
- ✓ Install colour-coded, regionally standardized signage on lid, front or at eye-level



Step 5:

Monitor, Manage & Seek Continual Improvements

To keep users sorting waste and recycling correctly create systems for ongoing monitoring and feedback.

Do Regular Reviews

- Inspect all waste collection points for contamination, overflow, gaps in signage and incorrect container options.
- Take photos of containers and materials and document them in the issue log (see below)
- Make changes like adding signage specific to contamination issues, reorganizing container order, adjusting sizes, or increasing service frequency

Keep An Issues Log

Create an “issues log” to gather feedback from waste and recycling area users on:

- Common contaminants
- Missed pickups
- Overflowing containers
- Container damage
- Signage improvements
- Area maintenance needs
- Pest issues

Communicate Contamination Issues

Regular communication is key for addressing contamination. Plan for ways to:

1. **Educate** — Clearly communicate contamination issues and provide guidance on how to improve
2. **Nudge** — Offer info sessions or more in-depth educational resources
3. **Enforce** — Issue warnings or fines to repeat offenders to ensure compliance



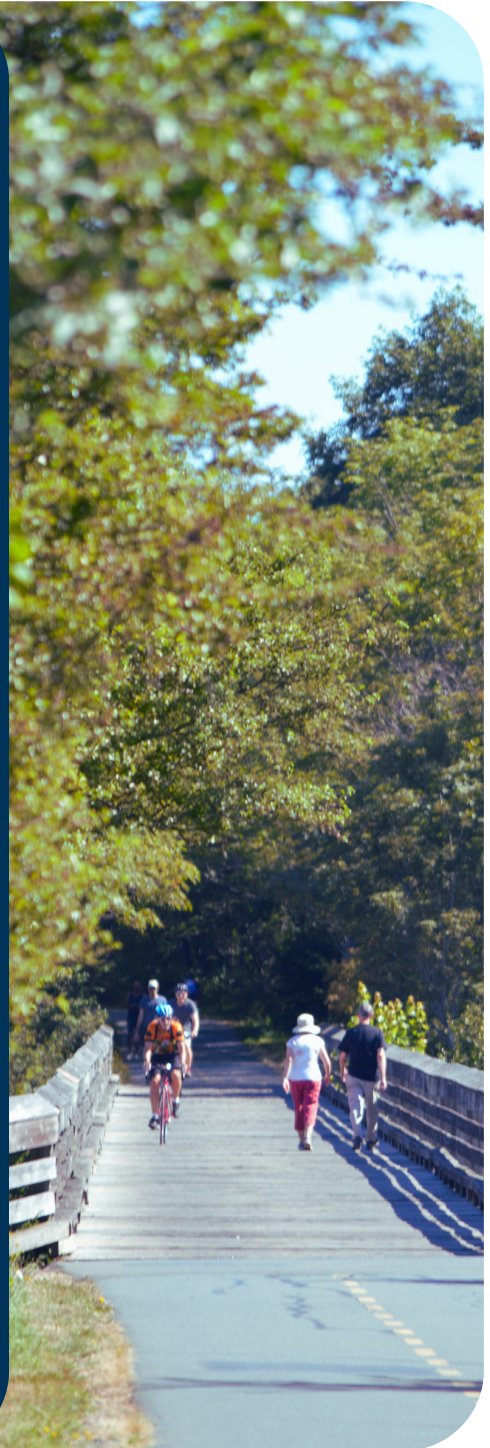
Go beyond! Your waste diversion efforts can go further than the materials gathered by your waste hauler. You can collect flexible plastics, foam, electronics, batteries and lightbulbs. Volunteers can take them to local collection points.

Designate a Green Team

Keen users can form a 'Green Team' that can oversee waste systems and user engagement.

Green Teams can:

- Encourage feedback from users to identify opportunities or barriers to improved waste management
- Teach users about waste sorting and reduction
- Do regular checks of waste and recycling areas
- Foster a property-wide zero-waste culture
- Log and share waste management plans
- Create in-house programs for common but unserviced items like:
 - lightbulbs
 - batteries
 - small electronics



Waste Management & Recycling Guides have been produced for:

- ✔ **Developers**
- ✔ **Property Managers**
- ✔ **Construction & Demolition Businesses**
- ✔ **Businesses**
- ✔ **Food & Beverage Businesses**

Accompanying Tools are available to support:

- ✔ **Planning Waste & Recycling Areas**
For choosing container options and estimating waste volumes based on user types
- ✔ **Contracting Waste Haulers**
For key components and common questions in contracting.
- ✔ **Developing a Zero Waste Management Plan**
For steps to identify zero waste goals and actions.
- ✔ **Doing a Visual Waste Audit**
For methods and support for a visual waste audit.
- ✔ **Identifying Sources of Food Waste**
For sample tracker and methods for monitoring food waste.
- ✔ **Designing for Disassembly Checklist**
For construction sector considerations to future-proof design.
- ✔ **Planning for Collection Vehicle Access**
For construction sector considerations to future-proof design.

