

Contracting Waste Haulers

Contracts for recycling and waste haulers are negotiable, letting you choose services to fit your building. When initiating or updating a contract, it is important to consider property spaces, user types and materials being produced. This includes selecting the right container types, collection frequency and best value.

Before Choosing a Waste Hauler:

1. Confirm your property users

- Residential, commercial or mixed
- Number of units (by user type)
- Space allocations (by user type)

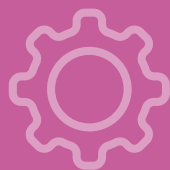
2. Identify waste streams

- Food Scraps and Organics
- Mixed Containers
- Paper
- Cardboard
- Glass
- Garbage

Check if the hauler picks up Extended Producer Responsibility items such as: refundable beverage containers, foam, soft plastics, electronics, batteries or light bulbs.

3. Estimate container types and sizes needed

Select container sizes based on property users, estimated volume, available space and pick-up schedule. Check with the waste hauler to understand bin size and pick-up frequency options.



Accompanying resources include:

- Planning Waste & Recycling Areas

Questions to ask your hauler before signing a contract:

Understanding your contract upfront—and reviewing it regularly—can help avoid unnecessary costs and improve waste diversion performance.

1. Services & Containers

- Can services be adjusted at no cost during the contract?
 - Container size
 - Number of bins
 - Collection frequency
- What container types and sizes are available?
- Are bins:
 - Cleaned regularly?
 - Repaired or replaced if damaged, lost, or stolen?
- What reporting is provided?
 - Tonnage (weights)
 - Diversion rates
 - Contamination issues

2. Costs & Fees

- What is included in the base price?
- What additional fees may apply? (ask for a full list)
- Are fees avoidable (e.g., with better sorting or education)?
- What happens if:
 - A load is contaminated?
 - A pickup is missed?
 - There is a service interruption?
- What happens if tipping/disposal fees increase?

3. Contracts & Terms

- What is the contract length? (standard is often ~5 years, negotiable)
- Does the contract auto-renew?
- What notice is required to:
 - Change services?
 - End the contract?
- Are there penalties or cancellation fees?
- Are price increases allowed? How often and by how much?

4. Exclusivity & Adding Services

- Does the contract require you to use only this hauler?
- If adding a new service:
 - Must it be with the same hauler?
 - Does it restart or extend the contract term?
- Check contract terms before shopping around or adding services

5. Communication & Support

- Are education materials provided?
 - Container decals
 - Signage/posters
- Is tenant education support available?
- Who is the main contact for service issues?

6. Billing & Fee Review

- Request:
 - A full fee schedule
 - A sample invoice
- Review invoices regularly for:
 - Extra fees
 - Unexpected surcharges
- Ask for clarification on anything unclear

7. Ongoing Service Review

- Regularly check if bins are:
 - Overflowing
 - Underused
- Adjust size or pickup frequency as needed
- Request quotes from multiple haulers to:
 - Compare pricing
 - Confirm service suitability

Watch For

- Long contracts with strict cancellation terms
- High contamination or extra service fees
- Vague language on price increases
- Hidden or poorly explained charges

Your hauler may ask about the following:

1. Access & Logistics

- What is the access route from the room to the truck? (distance, turns, ramps, elevators)
- Is the route level, sloped, or does it include stairs?
- How far will bins have to be moved (pull distance)?
- Are there obstacles along the route? (tight corners, doors, parked vehicles)

2. Entry & Security

- How does the driver access the building? Key fob, code, concierge, lockbox, etc.
- Who to contact if unable to access?
- Are bins locked or wildlife resistant?

3. Doors & Clearances

- What are the door widths and heights?
- How many doors must be opened along the route?
- Are door thresholds, lips, or closures an issue?

4. Bin Handling Details

- What types of containers are used? Front-load bins, carts, compactors, etc.
- What sizes and how many bins are there?
- Approximate weights of bins (especially organics/garbage)?
- Are containers kept clean and maintained (no leaks, damage)?
- Are containers on wheels and in good condition?

5. Loading Area/Truck Access

- Where does the truck park during pickup? Is there a designated loading zone?
- Are there height restrictions (parkades, overhead structures)?
- Is backing required? If so, how much maneuvering space is there?
- Is there sufficient turning radius for large trucks?

