



edmonton.ca/Waste

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Waste Collection at Apartments and Condos

A Guide for Property Managers

Edmonton

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What's changing?

A new waste collection system is coming to Edmonton apartments and condos.

By the end of 2027, all Edmontonians will be **sorting their waste** for collection into **food scraps, recycling and garbage**.

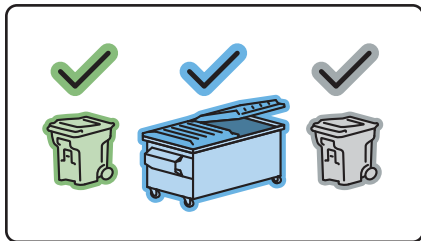
When food scraps and recyclable materials are collected separately, they can be turned into compost, energy or new products, and emissions from landfilling are reduced.



Food scraps will be collected in green carts or bins; recycling will be collected in blue bins; and garbage will be collected in brown or grey bins or grey carts.

Bylaw requirements

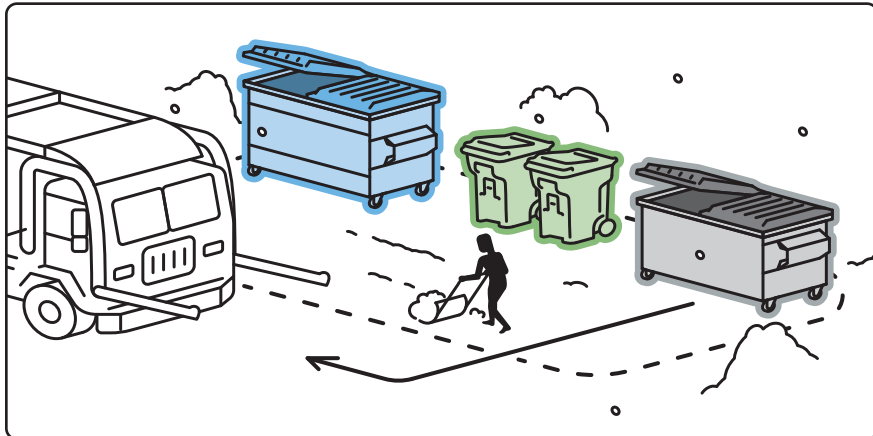
The Waste Services Bylaw (20363) includes the following requirements:



Three waste streams at all disposal locations

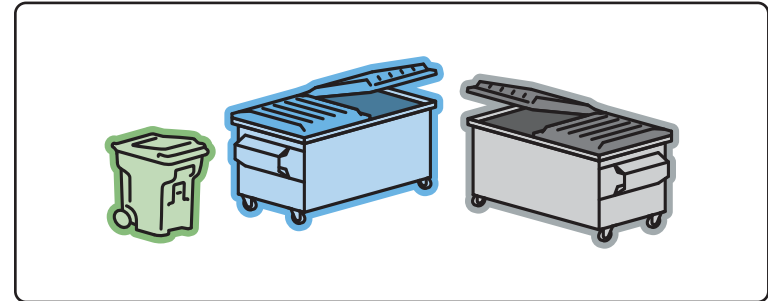
Apartment and condo residents must sort their waste into food scraps, recycling and garbage.

There must be containers for each type of waste at all disposal locations.



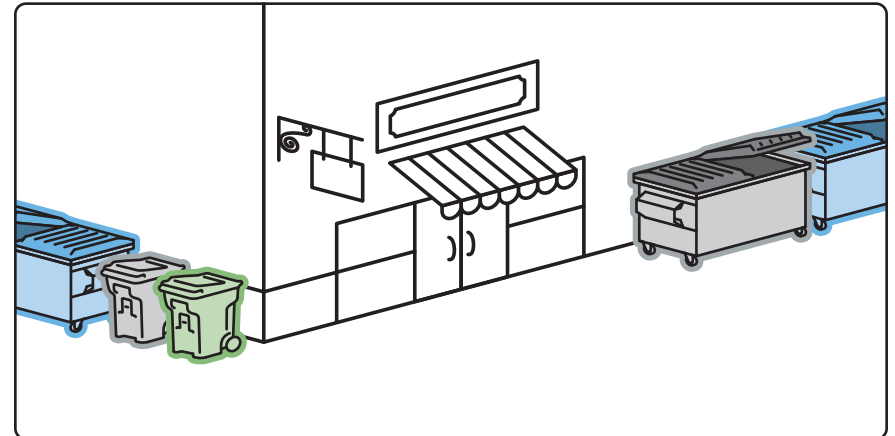
Accessible collection area

All carts and bins must be safely accessible and have a clear path to the collection area (often a parking lot, alley or roadway). This means snow, ice, carts, vehicles and other objects must be moved before collection.



Co-located containers

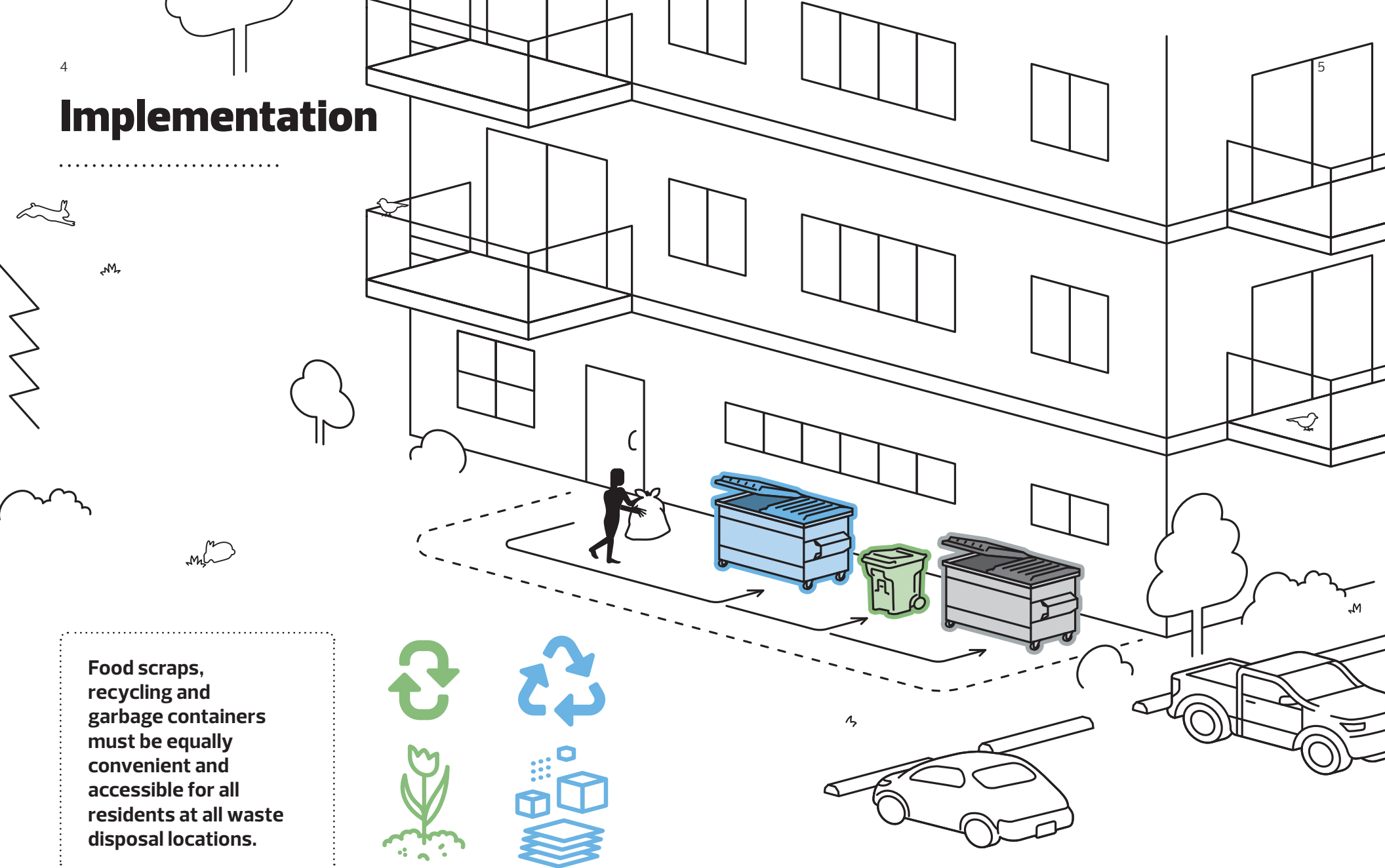
Food scraps, recycling and garbage containers must be “co-located”—side by side, equally convenient and accessible to residents—in all disposal locations.



Separate containers for businesses

If you have a business on your property, it must have its own waste containers, and be serviced by a private waste collector.

Implementation



Food scraps, recycling and garbage containers must be equally convenient and accessible for all residents at all waste disposal locations.

The City will send a letter to recommend where to put waste containers. It's likely they'll be in the same locations as your existing waste bins.

Once food scraps and recycling collection begins, your garbage collection frequency may change.

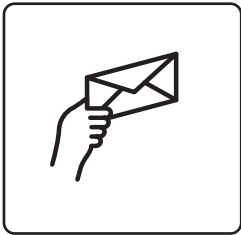
This is because bins will take longer to fill, since waste will be divided into three containers.

As residents begin to properly sort their waste, you'll likely find that the garbage container is big enough.

What is the City doing to help?

Property manager support

We're here to help you and your residents adapt to the new waste collection system.



Watch for your assessment letter

EPCOR account holders will receive an assessment letter with a recommendation for waste containers that will work for your property.

Please confirm the assessment or request a review. If you do not receive the letter, please contact your building owner.



Do you need help?

Contact Waste Customer Support:
email WasteSupport@edmonton.ca
call **780-496-5698**



visit edmonton.ca/Waste
for information for residents
and property managers.

Resident support

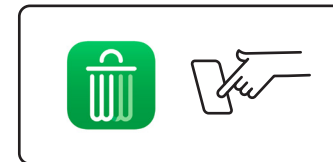
Each residence will receive their own information and support tools.



Tools for residents

When food scraps and recycling carts and bins are delivered to your building, each residence will receive:

- A booklet with program information to help them get started
- A What Goes Where poster
- A food scraps pail



WasteWise app

Residents can use the app or online tool to help them sort their waste. (see back cover of this booklet)



Waste education

City waste education staff will visit each unit to answer questions about the program. Property managers will be contacted with more details closer to the program start.



311 support

Residents can also contact **311** if they have questions.

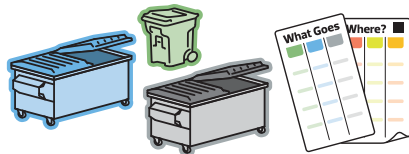
Your role: Informing current residents

Part of your role is to help residents learn how to sort and where to dispose of food scraps, recycling and garbage. Here's how to use the tools the City has provided with this booklet:

- ☐ **Print and distribute a copy of the Resident Handout to each unit, or post it in common areas before your containers are delivered.** Scan the QR code to find the handout and your rollout year.



- ☐ **Display the What Goes Where poster at every indoor disposal location.**



- ☐ **If needed, print additional What Goes Where posters from the property manager webpage** (scan the QR code or visit edmonton.ca/Waste).



- ☐ **Answer resident questions about the program if you can, or refer them to edmonton.ca/Waste or the booklet delivered with their food scraps pail.**



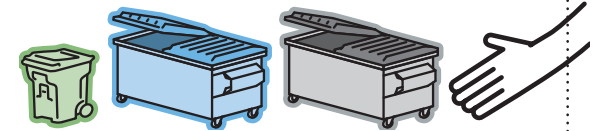
Your role: Informing new residents

Once the program is established in your building, it will be your responsibility to introduce new residents to waste disposal:

- ☐ **Give them an information booklet and What Goes Where poster** (request more by emailing WasteSupport@edmonton.ca).



- ☐ **Show them where to put their food scraps, recycling and garbage.**



- ☐ **Tell them they are expected to sort their waste.**

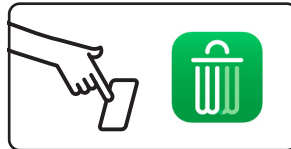


To find information and resources and sign up for email updates, scan the QR code, or visit edmonton.ca/Waste and click "Apartment and Condo Waste Collection Changes."

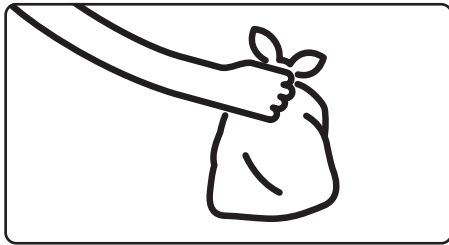
Questions? Email WasteSupport@edmonton.ca

Your role: Helping to make waste collection safe and efficient

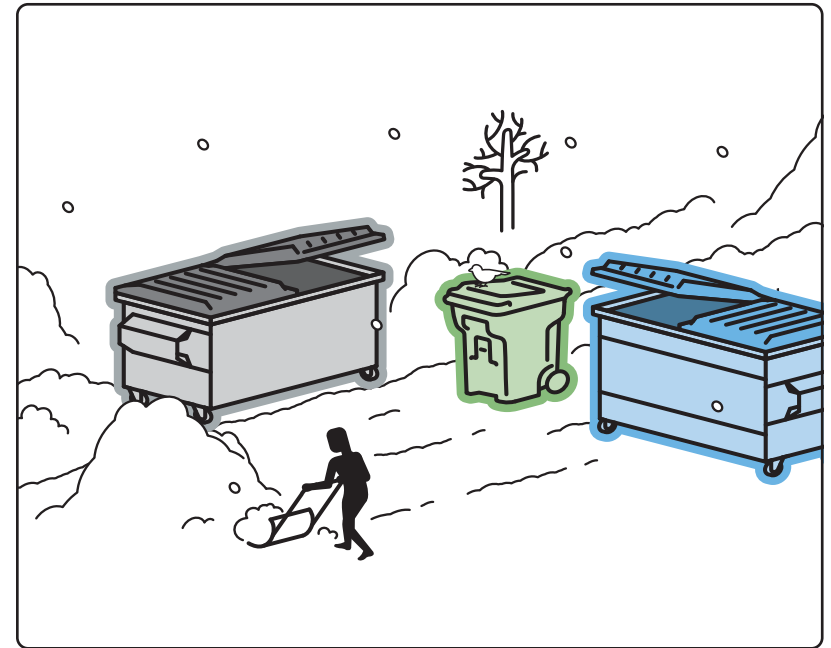
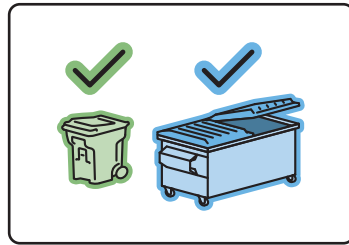
Once your food scraps and recycling containers are delivered, please take the following steps to help us collect waste safely and efficiently.



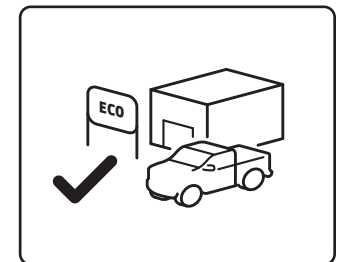
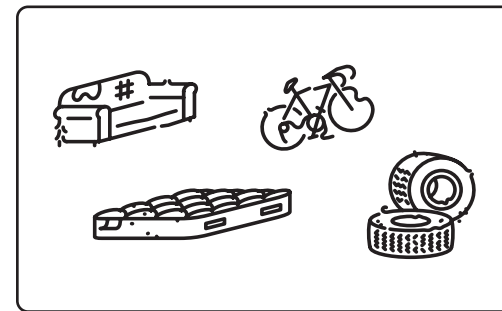
Learn what belongs in each container by using the What Goes Where poster or the WasteWise app.



Please **remove obvious contamination** from food scraps and recycling containers.

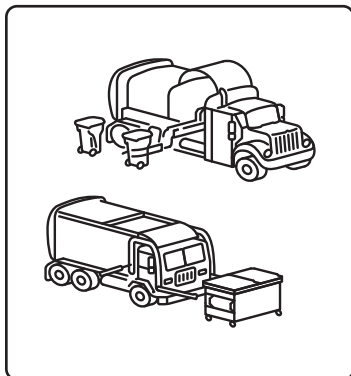


Keep the areas around bins, carts and doors clean and clear of snow, ice, vehicles, large items and loose garbage.



Remove and dispose of large or illegally dumped items by taking them to an Eco Station or calling a junk removal company.

Preventing and solving problems



Waste not collected?

Waste will not be collected if:

- Collectors cannot safely access and move the bins/carts
- There is too much contamination (such as too much plastic in a food scraps cart, or bags of garbage in the recycling bin)

If carts/bins are accessible and not contaminated, report a missed collection by calling Waste Customer Support at **780-496-5698**.

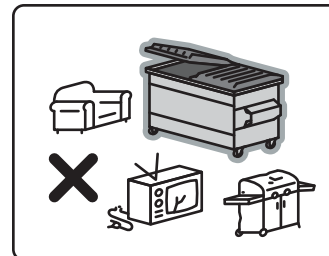
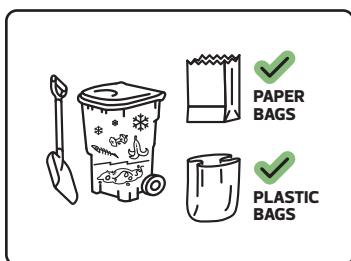


Frozen food scraps

Food scraps can be wet, which means they can freeze together and to the bin/cart in cold weather.

Take these steps to help reduce this problem:

- If you have carts, line them with bags
- Ask residents to put their food scraps in paper or plastic bags
- Gently loosen frozen food scraps with a shovel before collection



Illegal dumping

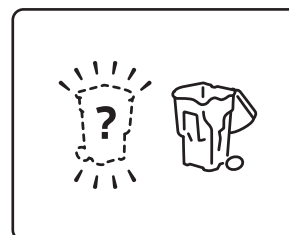
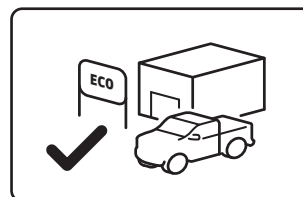
Large items placed in or next to bins or carts will not be collected and may keep collectors from emptying them.

It is your responsibility to remove the items. Take the items to an Eco Station or call a junk collection company.

The City of Edmonton understands that illegal dumping is an issue for many apartments and condos.

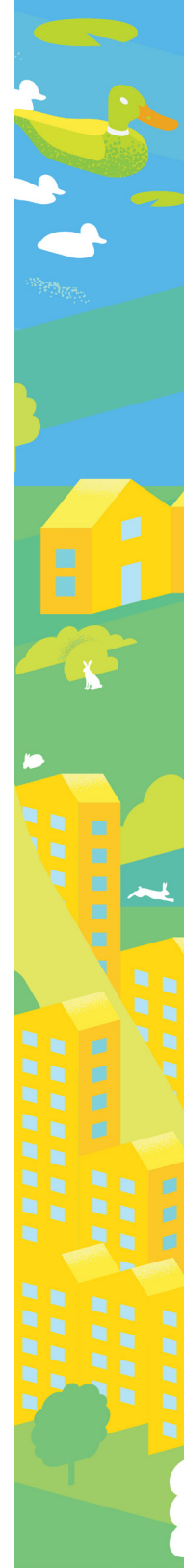
We are exploring factors leading to illegal dumping and developing best practices to help prevent it.

Learn more about illegal dumping and how to report it at edmonton.ca/IllegalDumping.



Missing carts

Call Waste Customer Support at **780-496-5698** to report a missing cart and request a replacement.





Download the **WasteWise app**

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WasteWise is a search tool that helps residents sort their recycling, food scraps and garbage.

Use it online at **edmonton.ca/WasteWise**,
or download the free app from the
Google Play or Apple App stores.



WasteWise is available in 14 languages.

English • čeština • Deutsch • Español
Français • Magyar • 日本語 • ភាសាខ្មែរ
한국어 • ਪੰਜਾਬੀ • Português • Русский
Tiếng Việt • 简体中文



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