

# RESIDENT ENGAGEMENT

The District requires multifamily buildings to recycle, and it's critical for reaching the District's zero waste goal of 80% waste diversion. Your residents are an important part of a successful trash and recycling program. Keeping buildings in compliance with the District's regulations can be simple using the three "S"s: Space...Signage...Supervision.



## SPACE

Make sure residents have the right size and number of containers to manage trash and recycling. Containers should be large enough for residents to recycle without overflowing. Lids should be able to remain closed to prevent odor and pests. Ensure that trash and recycling is serviced twice per week by a hauler licensed with DCRA and registered with DPW.

It's also important to keep the recycling area clean and attractive. Partner with residents to ensure that everyone is making a commitment to keeping the area free of litter.



## SIGNAGE

Buildings are required to provide signage explaining what can and cannot be recycled. Signage must be located everywhere that trash and recycling are collected. Consider communicating with your residents through:

- Move-in packets
- Posters
- Labels on recycling bins
- Newsletters
- Postcards
- Community website
- Community social media pages



## SUPERVISION

Most people want to do the right thing, but they may need some help and guidance. Provide recycling information to residents and partner with them for support.

### LEADING PRACTICES FOR SUPERVISIONS:

- Give residents a checklist for recycling and trash.
- Provide a clear list of recyclables.
- Let residents know what to do with overflowing recycling bins.
- Put a system in place for reporting issues that is user-friendly for residents.
- Recognize staff members and residents who champion recycling and create a Resident Green Team (See info for Creating a Green Team).