

## **FAQ for Multi-family Residences: Transition to Single-Stream Recycling**

### **Information for multi-family residences (apartments, coops, and condos)**

#### **I live in an apartment complex. When will we be getting new recycling carts?**

The new recycle carts will not arrive immediately for everyone. Please continue to use your existing recycling stacking bins or tan and green carts until you have received your new blue single stream recycling cart(s). You will be able to blend all the recyclable materials in your existing bins effective July 5, 2010.

#### **Will my old carts be picked up when my new carts are delivered?**

For most apartment complexes, old carts will be picked up on the same day that new recycling carts are delivered. For some rental properties, we will be picking up the old recycling carts on the recycling service day and the new carts will be delivered later that week. If your old carts have been picked up and your new cart hasn't been delivered, please be patient. Your new cart(s) should arrive in a few days. If you haven't received your new cart by the end of the week after your old cart was picked up, please contact Recycle Ann Arbor at 734.662.6288 or [info@recycleannarbor.org](mailto:info@recycleannarbor.org).

#### **We store our recycling carts inside. How will our carts get replaced?**

Recycle Ann Arbor staff will be contacting you to request that all recycling carts be placed out for service on the day your new carts will be delivered. As long as the carts are out, all the old carts can get picked up and the correct number of new recycling carts can be delivered.

#### **Our old recycling carts didn't get replaced. What should we do?**

Contact Recycle Ann Arbor at 734.662.6288 or [info@recycleannarbor.org](mailto:info@recycleannarbor.org) to request your new recycling carts.

#### **I am a property manager or rental property owner. How can I get the copies of the new recycling guidelines for my tenants?**

Recycling informational packets for your tenants are available free of charge from Recycle Ann Arbor. Call 734.662.6288 or [info@recycleannarbor.org](mailto:info@recycleannarbor.org) to request your packets. Packets of guidelines and information can be distributed to tenants at move-in or you can hang them on residents' door knobs. We can also send you electronic copies of the recycling guidelines along with a template email message you can send to residents.

#### **Our recycling carts are overfilling. How do we get more recycling carts?**

Contact Recycle Ann Arbor at 734.662.6288 or [info@recycleannarbor.org](mailto:info@recycleannarbor.org) to request additional recycling carts.

**Will everyone participate in RecycleBank?** The RecycleBank program initially will be available for single-family residences and duplexes. The city is working with RecycleBank to develop a new, innovative approach to allow businesses and apartment complexes to participate at a later date.

## Single-Stream recycling general FAQs

**What is single-stream recycling?** Single stream recycling allows residents and businesses to put all their recyclable materials in one convenient wheeled recycling cart. No recyclables will be collected outside the recycling carts. Trash will still be put in a separate cart or dumpster.

- **What new materials will be accepted?** All plastic bottles and tubs (except #3/PVC and biodegradable plastics/PLA) will be added. Large bulky plastic items, such as laundry baskets and buckets will be accepted. Mixed papers, flattened boxes, clean cans, foil, milk cartons, and glass jars and bottles recyclable. For more details, please see [www.a2gov.org/recycle](http://www.a2gov.org/recycle).
- **What materials will not be accepted?** Polystyrene foam (Styrofoam™), #3 (PVC) plastics, biodegradable/PLA plastics, and plastic bags will not be accepted. Ceramics, porcelain, batteries, used motor oil and oil filters will no longer be accepted.
- **When did single-stream recycling begin in Ann Arbor?** Single-stream recycling began Monday, July 5, 2010 for all residents and participating businesses. The new recycle carts will not arrive immediately for everyone. Please continue to use your existing recycling stacking bins or recycling carts until you have received your new cart. Please blend all the recyclable materials in your recycling bins bins
- **Why convert to single-stream recycling?** The combination of the single-stream program with the RecycleBank incentive program will substantially increase the city's recycling rate and decrease solid waste costs. The city is spending \$3.25 million to upgrade their MRF and \$1.4 million for new recycling carts, as well funding for automated lift arms on the new recycle trucks. It is anticipated that the program savings will pay back this investment within 7 years. For more information, please see the [Powerpoint](#) that was presented to City Council or a detailed project budget spreadsheet, both posted on the "single-stream recycling Web page" linked to [www.a2gov.org/recycle](http://www.a2gov.org/recycle).

Summer 2010