

Appendix A – Program to Close Garbage Chutes in Multi-Residential Buildings

In order for a property manager/owner/condominium board to be given permission to close the chutes, in a non-permanent way, the property manager/owner/condominium board must apply to the General Manager, Solid Waste Management Services for closure of the garbage chutes.

The process to apply for closure of a garbage chute would be as follows:

1. The property manager/owner/condominium board will make an application to the General Manager, Solid Waste Management Services, in a form determined by the General Manager, indicating their interest in closing the garbage chute. The application will include a draft summary plan which will contain the following:
 - a. A detailed communication plan to current and future residents to explain changes to the waste diversion system in the building, as well as the rationale and goals of the program;
 - b. A sample letter to all tenants describing how to properly recycle and manage waste, explaining that properly managing waste has environmental benefits and will save money;
 - c. A sample notice to be used to remind residents of proper waste and recycling disposal processes for the building;
 - d. An outline of training to be provided to staff; and
 - e. A detailed plan on how the property manager/owner will assist seniors and people with disabilities in transporting their waste, recycling materials and organics to the common collection point.

Staff will facilitate with the communication plan by providing templates for letters to residents.

2. Once Solid Waste Management Services (SWMS) has determined that the building is receiving service from SWMS, staff of SWMS in conjunction with staff of Municipal Licensing and Standards (MLS), will visit the property at a time arranged between SWMS, MLS, and the property manager/owner/condominium board to determine if the multiple residential building meets the following minimum criteria to be considered:
 - a. Sufficient space for storage of uncompacted waste containers exists on the property. When a building uses a compactor, the number of bins needed for uncompacted waste is based on a ratio of 3:1 (uncompacted: compacted); and

- b. Sufficient space for storage of recycling containers exists on the property. The property must also have a sufficient number of recycling containers (a minimum of 8 cubic yards of recycling containers per 100 units) on the property for use by the tenants.
3. The property manager/owner/condominium board will conduct a petition or vote as follows and submit the results to the General Manager:
 - a. In the case of a Rental Building: at least 51% of the units sign a petition in support of the application to close the garbage chute (SWMS staff will provide a template for the petition);
 - b. In the case of a Condominium: the condominium management board must show at least 51% of the owners of the units in support of the application to close the garbage chute; or
 - c. In the case of a Co-operative: a vote by the co-operative board indicating that at least 51% of co-op members voted in support of an application to close the garbage chute.
4. The petition discussed in Step 3, will be in a template created by SWMS and will contain the name, phone number and unit number of each person who signs the petition. This information will be used by SWMS to verify residency information and agreement to the closure of the garbage chute.
5. If the petition, poll or vote indicates support for closure of the garbage chute in accordance with Step 3, then the General Manager will approve the application and issue a permit for closure of the garbage chute via padlock or some other non-permanent way, subject to the conditions described in Step 6.
6. The property manager/owner/condominium board must abide by the following conditions to maintain the permit:
 - a. Eliminate the ability for unit occupiers to use the garbage chute on all floors;
 - b. Eliminate the ability for unit occupiers to leave waste in the rooms that lead to the garbage chutes;
 - c. The chute is otherwise maintained in accordance with all municipal property standards, including the requirement for the garbage chute wash down system and garbage chute sprinkler system as per Ontario Building Code Article 3.6.3.3.
 - d. Comply with the requirements in Chapter 629, Property Standards, § 629-22F and G;

- e. Comply with the requirements in Chapter 844, Waste Collection, Residential Properties;
- f. Assist seniors and/or people with disabilities to transport their waste materials to the common collection point as set out in the plan approved by the General Manager;
- g. Keep the permit on file for inspection by MLS; and
- h. Acknowledge that the permit may be revoked and the chutes reopened based on any of the following:
 - i. Unit occupiers still have use of the garbage chute;
 - ii. The common collection areas are not kept in a clean and well lit manner and the building has not cleaned the common collection area within two (2) days of such determination;
 - iii. Sufficient recycling containers are not being maintained;
 - iv. The plan to assist seniors or people with disabilities is not being followed;
 - v. The building ceases to receive services from SWMS;
 - vi. 51% of the residents no longer agree to closing the chutes (i.e., resident turn-over); or
 - vii. The building repeatedly does not comply with the requirements under Chapter 629.