

**John Livey, Deputy City Manager**

**Solid Waste Management Services**  
**City Hall**  
100 Queen Street West  
25<sup>th</sup> Floor, East Tower  
Toronto, ON M5H 2N2

**Tel:** 416-392-4715  
**Fax:** 416-392-4754  
rorpin@toronto.ca

March 2016

**Re: Potential closing of garbage chutes at selected multi-residential buildings**

Dear Building Owner / Landlord / Property Manager:

In February 2010, Toronto City Council approved a new program that allows multi-residential buildings to close their garbage chutes if they meet certain criteria as part of an overall waste diversion plan for the dwelling. This program is only for those multi-residential buildings who receive City of Toronto collection services.

In order for a property manager/owner/condominium board/co-operative (a “building owner”) to be issued a permit to close the chutes, in a non-permanent and easily reversible way (for example, by padlocking all openings to the garbage chute), you must fill out an application form and send it to the General Manager, Solid Waste Management Services (“SWMS”).

Once your application has been received, staff in SWMS and Municipal Licensing and Standards (“MLS”), will visit the property to determine if it meets the following eligibility requirements:

- ◆ If your building has a compactor, and the garbage chute closure renders it unusable, or if the building does not have a compactor, there must be sufficient space for storage of uncompacted waste containers on the property. When a building uses a compactor, the number of bins needed for uncompacted waste is based on a ratio of 2:1 (uncompacted: compacted);
- ◆ There must be sufficient space for storage of recycling containers 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) for use by the residents; and
- ◆ At least six (6) months prior to making the initial application, the building owner must have obtained from SWMS sufficient in-suite recycling containers and have distributed them and promoted their use to the residents of the building.

If the building meets all the above eligibility requirements, the General Manager will then ask the building owner to supply additional information to support the application. This additional information must include:

.../1



- a. a detailed communication plan to current and future residents to explain the garbage chute closure and 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 building staff; and
- e. a detailed plan on how the building will assist seniors and people with disabilities in transporting their waste, recycling materials and organics to the common collection point.

This additional information will be reviewed by SWMS and, if sufficient, will be approved. The building owner must then conduct a poll or vote demonstrating at least 51% of the rental units, condominium owners or co-op members support the application to close the garbage chute. These results must also be submitted to SWMS and this information will be used to verify residency information and agreement to the closure of the garbage chute.

If the poll or vote indicates support for closure of the garbage chute and the application is approved, a permit for closure of the garbage chute (in a non-permanent and easily reversible way), will be issued. In order to maintain the permit, the building owner must abide by the conditions set out by SWMS.

Additional information, the application and other material is provided on the Solid Waste Management Services website at [toronto.ca/garbage/multi](http://toronto.ca/garbage/multi).

Yours truly,

---

**Jim McKay**  
**General Manager**  
**Solid Waste Management Services**