

Creating a Culture of Recycling and Reuse in Your NYC Multifamily Building

High Rise Edition

Strategies, Tools and Inspiration for New York City Building Owners, Property Managers, and Interested Superintendents and Residents

MANHATTAN SOLID WASTE ADVISORY BOARD



Image: Oleg Dudko via 123rf.com

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About this Guide

This guide, along with a companion regarding organics collection, was prepared as a public service by the Residential Recycling and Reuse Committee of the Manhattan Solid Waste Advisory Board (MSWAB). Jacquelyn Ottman, founding chair and principal author. It is being made available via Creative Commons License 4.0 allowing for distribution, not modifications or commercial use. See below for details.

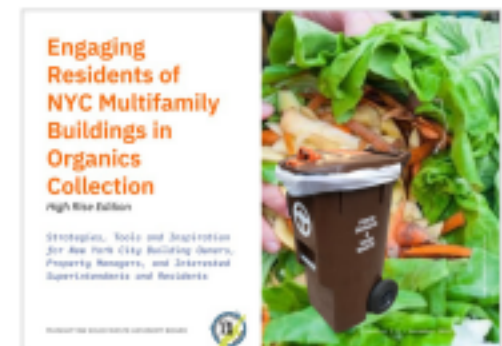
The strategies, tools and case examples included within reflect learning from interviews and tours conducted by our members with managers of NYC high rise (10+ story) buildings where recycling is a priority. Content was augmented by peer-reviewed academic articles, and property management guidance gathered from other cities. It has been vetted with DSNY to ensure compliance with its own rules and guidance. Any errors are our own.

These guides embody OneNYC’s goal: to be “the most sustainable big city in the world and a global leader in the fight against climate change.” Though drafted for New York, they are relevant to other cities as well.

– Residential Recycling and Reuse Committee, Manhattan Solid Waste Advisory Board

COMPANION GUIDE FOR ORGANICS COLLECTION

Download “Engaging Residents of NYC Multifamily Buildings in Organics Collection” [HERE: ManhattanSWAB.org/residential-recycling-reuse-guides](https://ManhattanSWAB.org/residential-recycling-reuse-guides)



About the Manhattan Solid Waste Advisory Board

We are a citizens' advisory board dedicated to helping NYC achieve its zero waste x 2030 goals. Appointed by the Manhattan Borough President, we advise the City Council, City Administration and others on policies and programs regarding the development, promotion and operation of NYC's waste prevention, reuse and recycling programs. Citizens Committee for New York city, fiscal sponsor.

Learn More: www.ManhattanSWAB.org

About the Residential Recycling and Reuse Committee

Founded in 2017, our mission is to enhance waste diversion through engaging residents of multifamily buildings in reuse and recycling collection.

Learn More: ManhattanSWAB.org/residential-recycling-reuse-guides



Gale Brewer
MANHATTAN BOROUGH PRESIDENT

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YORK CITY**

Executive Summary

This guide, *Creating a Culture of Recycling and Reuse in Your NYC Multifamily Building*, along with a companion guide, *Engaging Residents of NYC Multifamily Buildings in Organics Collection*, are designed to give New York’s high-density, high-rise residential buildings a blueprint to effectively engage residents in the important habit of collecting their recyclables. It also provides information to assist all stakeholders in developing strategies to add value by diverting the increasing amounts and diversity of materials entering the waste stream.

While high-rise, urban living provides a variety of important efficiencies and economies of scale, it can also be extremely daunting for the sorting, separating and disposal of recycled materials; New York City’s diversity and density add to the challenge. Each building effectively has its own unique waste ecosystem and the guide provides many examples and use-cases that will give management a starting point to craft their own strategic waste and resource management plan.

Reuse is another important area the guide examines. Given the volume of materials that are eventually discarded, the more items that can be kept in use rather than discarded will greatly affect how we deploy resources, design our products and waste infrastructure, and ultimately how we plan for the future.

Between the years 2020-2050 the volume of waste is projected to more than triple, so devising strategies to deal with this new reality has to be considered now as part of a comprehensive plan for residential buildings.

Introduction

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- 10 Why Create a Culture Of Recycling in Your High Rise Building
- 11 Benefits of Building a Culture of Recycling

Introduction

Achieving high rates of recycling diversion and waste prevention within multifamily buildings where a majority of New Yorkers live is essential to meeting NYC's Zero Waste × 2030 goal.

This Guide introduces a six step process to help building owners, property managers, and interested superintendents and residents of multi-family buildings — and especially high rise buildings (of 10+ floors) — to create a culture of recycling within their building/complex so as to better align with the Department of Sanitation's (DSNY) mandatory and voluntary recycling efforts.

It helps address such specific barriers and challenges as space limitations, diversity (languages, demographics), high resident turnover rates (especially in rentals), anonymity, and lack of direct financial incentives for residents to recycle.

All multifamily buildings in NYC possesses a unique infrastructure and culture, suggesting that creating a culture of recycling will require a customized approach.

Opportunities to Reuse. Additional guidance for waste avoidance through reuse and sharing amongst residents is provided for advancing beyond DSNY mandatory and voluntary services.

Why Create a Culture of Recycling in Your High Rise Building

Recycling is often viewed by building owners and managers as a burdensome aspect of day-to-day solid waste management. But ensuring high resident participation in recycling with minimal contamination by creating a culture of recycling can ultimately reduce the amount of time required to manage a building's solid waste, and enhance property value, among other key benefits.


Build the Case to Management. Use the benefits outlined on the following page to build the case for investing in the manpower, supplies and equipment necessary to create a culture of recycling within your high rise building.

Why Create a Culture of Recycling in Your High Rise Building

Benefits of Creating a Culture of Recycling

- Avoid fines and save money on labor and other costs needed to correct resident recycling errors, maintain trash chute.
- Maintain a cleaner building, reduced the risk of infestation inside and outside building.
- Stand out in the market. A strong recycling program creates an opportunity to market sustainability elements to potential residents.
- Prepare for the future. Expect legislation mandating organics collection, greater enforcement efforts; establish channels to address broader building/city sustainability goals.
- Strengthen internal community among residents.
- Conserves energy and valuable resources, help reduce climate pollution.

Six Steps for Creating a Culture of Recycling in NYC Multifamily Buildings

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Six Steps for Creating a Culture of Recycling in Multifamily Buildings

Assess your building's existing progress against this Six-Step pathway to recycling success, and focus on areas of greatest opportunity.



Step 1: Get Organized

A. Assemble a Team, Select a Recycling Coordinator, Meet as Needed



Team size varies by individual building needs and culture.

Include representatives from building ownership, property management, staff, residents, and, if necessary, an external consultant.

Select a Recycling Coordinator. Likely the superintendent (in a smaller building) or property manager (in a larger one), with team input. (See next page for primary responsibilities.)

Develop a Plan of Action. Document decisions and intended approach for future reference. Meet as needed, to discuss implementation, assess results and refine.

Step 1: Get Organized

A. Assemble a Team, Select a Recycling Coordinator, Meet as Needed



Responsibilities of the Recycling Coordinator

- Serve as lead contact to DSNY and independent or partner agencies
- Organize and monitor collection areas
- Engage staff and residents in training
- Reward achievement
- Correct errors, notify residents of issues as needed and levy any fines (if applicable)
- Track progress and report to management

Step 1: Get Organized

B. Enlist Volunteer Resident “Recycling Champions”



Volunteer “Recycling Champions” can help extend resources and reach out to fellow residents (new residents, those with special needs), as well as help identify issues and solutions. Some may have skills and tools to help develop communications (and help translate and reach out to demographic subgroups). See next page for more.

Educate them on your program.

Publicly recognize their efforts.

For More Information

See [Appendix for Tips: Recruiting Volunteer Resident “Recycling Champions”](#)



Image: Rick Schulman

Rick Schulman, volunteer resident “Recycling Champion” and Chair, Environmental Committee, Schwab House.

Step 2: Set Up Recycling Infrastructure

A. Set Up Clean, Easy-to-Access Bins



Co-locate recycling and trash collection wherever possible, to help reduce contamination and increase participation.

Place collection bin everywhere waste is generated

– mail room, laundry, garage, common rooms, etc.

Size bins appropriately (or empty frequently) to prevent overflow.



Junk Mail collection at the Helena.



Recycle/ Trash Room at The Solaire

Wibonese Organization

Step 2: Set Up Recycling Infrastructure

B. Use Signage to Communicate the Recycling Process and Location of Bins



Post signs notifying residents where recycling and trash area(s) are located.

Use free DSNY decals or other signage (in appropriate languages) to clearly distinguish recycling from trash bins.

Place decals on collection bins (top and front) and on abutting walls.

For More Information

See Tools and Resources for information on how to order free decals and other signage in multiple languages from DSNY.



Step 3: Train Staff to Help Residents

A. Train Staff About the Ins and Outs of Your Program



What Staff Should Know about Your Recycling Program

- Recycling goals
- Where collection areas are located
- Where recycling bins and supplies for residents are stored, how to request more from DSNY or suppliers.
- What materials can – and cannot – be recycled
- Where residents can take larger recyclable items (e.g., furniture, scrap metal, wood).
- Resources to recycle hazardous material
- Importance of positive attitude

Step 3: Train Staff to Help Residents

B. Emphasize Service



Empower staff to accommodate the needs of diverse residents, e.g., seniors, the disabled, non-English speakers, and others who may need assistance.

For More Information

See [Appendix: Staff Training Ideas](#)

Step 4: Engage Residents

A. Keep Recycling Top of Mind, Establish as “Norm”

Post a DSNY “This Building Recycles” sign (right) in prominent location

Distribute periodic progress reports along with announcements, tips and areas for improvement, via web portal, email, posters near collection areas.

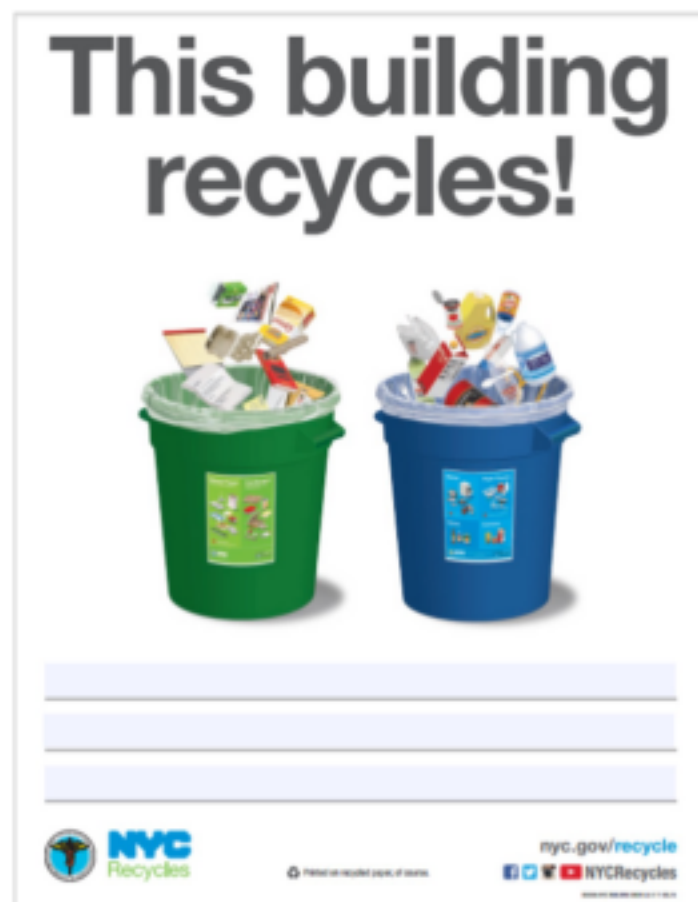
Connect in-person via face-to-face, door-to-door communications, and building events.

Adapt messages to different demographics /cultures.
Enlist recycling champions to help spread the word.

For More Information

See [Tools and Resources](#), [DSNY Outreach Materials](#).

See [Appendix for Tips: “Keeping Recycling Top of Mind with Residents.”](#)



“This Building Recycles!” signs available from DSNY in multiple languages.

Step 4: Engage Residents

B. Orient New Residents



Incorporate recycling into Lease Agreement to underscore the importance of resident compliance to the community. (DSNY provides a sample).

Highlight recycling at move-in. Orient new tenants on steps for minimizing waste during move-in and alterations.

Orient new residents via Digital Welcome Kit or in-person tour conducted by Recycling Coordinator or Volunteer Recycling Champion.

For More Information

See [Tools and Resources](#) for link to DSNY suggested Lease Agreement language.

See [Appendix](#) for “[Tips: Setting up a Resident Recycling Orientation.](#)”

Step 5: Celebrate Success, Address Issues



A. Reward Efforts with Tangible Benefits

Provide written ongoing proof of recycling effectiveness.

Highlight building benefits realized, such as cleaner trash rooms or lower chute maintenance costs in building newsletter, BuildingLink or other communication channel.

Keep residents motivated with fun tenant engagement activities.

Reward exemplary efforts with tangible benefits, such as a pizza party or other refreshments at a community social event.

For More Information

See [Tools and Resources](#) for link to [Tenant Engagement Guide](#) from City of Toronto.

Step 5: Celebrate Success, Address Issues

B. Rectify Errors Quickly and Positively

Use variety of building communication channels to highlight common issues with all residents, such as need to break down cardboard boxes. Use real photos from the building to illustrate issues.

Address and rectify isolated incidents traced to individual residents quickly and in a positive manner. Don't scold! Oftentimes direct, in-person, handwritten note or form letter supported with photos may be all that's needed.

Enforce as necessary with stepped series of fines (determined by management) for more serious outliers.

For More Information

See Appendix, "Tips: Enforcing Recycling"



Image: The Recycling Partnership

Step 6: Measure and Refine

A. Quantify Progress



Signify success to all stakeholders by communicating metrics most appropriate to your building.

Metrics to Track Recycling and Reuse Success

- Proportionate number of recycling bags compared to number of trashbags per week. (Should be increasing.) (Alternative: count numbers of black trash bags and recycling bags ordered.)
- Chute cleaning costs
- Number of fines received per year or number of fines levied on residents per year.
- Polls of residents measuring attitudes towards recycling program, awareness of key elements,
- Number of brown bins set out for collection per week; amount of waste diverted to DSNY/ other voluntary programs (refashion, e-cycle, organics)

Step 6: Measure and Refine

B. Refine Program with Resident Input



Identify program modifications and enhancements.

Periodically survey residents for insights and ideas; post feedback about how it is being addressed; experiment with new forms of communications and incentives.

For More Information

See Appendix, “Tips: Surveying Residents”

Step 6: Measure and Refine

C. Facilitate Reuse Opportunities



Make it convenient for residents to collect electronic, clothing and textiles and organics, by participating in three DSNY voluntary programs for buildings with 10+ units (pictured right), or other (profit/ not-for-profit) programs, e.g., Wearable Collections, NY CARES coat drive.

Alternatively, direct residents to neighborhood drop-off points, e.g., green markets (organics, clothing) and household hazardous collection events (electronics).

For More Information

See [Tools and Resources](#) for information on DSNY voluntary programs and community drop-off programs.



Step 6: Measure and Refine

C. Facilitate Reuse Opportunities



Arrange for a bookshelf in a common area for passing along used books.

Start a “Free Stuff” box or “Swap Shelf” for exchanging unwanted but usable goods. Consider a “community pantry” for passing along still edible dry goods.

Facilitate in-building sales of furniture, electronic and other items via Facebook page, BuildingLink, NextDoor.com, or community bulletin board.

Encourage use of reusables, e.g., cloth shopping bags, dishware

Encourage donations to not -for-profits, e.g., Toys for Tots, NY Cares Coat Drive.

For More Information

See [Tools and Resources for Opportunities to Reuse in NYC via Share, Swap, Borrow, Donate, Gift Programs](#)



Step 6: Measure and Refine

C. Facilitating Reuse at The DeSoto

Promoting Reuse at The DeSoto

Furniture exchange and donation area located in basement alley

Google Group for intra-building sharing and exchange

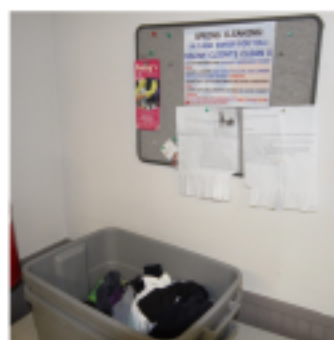
Superintendent collects and repurposes materials that would otherwise go to landfill. Keeps a binder with contact information for organizations accepting donations.



Superintendent Judd Cady with his donation binder.



Original crystal doorknobs and mortises, (no longer manufactured) are collected by staff and rebuilt to help maintain original look of building.



Community Library where residents can take and drop off books to swap, and posted information on items for reuse- located in laundry room.

Tools and Resources



Tools and Resources 1 of 3

New York City's 'Zero Waste by 2030' Plan

www1.nyc.gov/site/sustainability/initiatives/zero-waste.page

NYC Department of Sanitation Residential Recycling Resources

Rules and Regulations for Waste Collection and Recycling

www1.nyc.gov/assets/dsny/downloads/pdf/about/laws/DSNY_rules_regs_2015.pdf

DSNY Recycling Tips For Residential Buildings

<https://www1.nyc.gov/assets/dsny/site/services/recycling/apartment-building-guidelines>

DSNY Lease Agreement

www1.nyc.gov/assets/dsny/site/services/recycling/apartment-building-guidelines

DSNY Recycling and Trash Decals

materials.bwpronline.org/home/17

DSNY Zero Waste Maintenance Training and Certification for Superintendents and Other Staff

www1.nyc.gov/assets/dsny/site/our-work/reduce-reuse-recycle/building-superintendent-training-program

Specialty Recycling: Hazardous Waste

www1.nyc.gov/assets/dsny/site/services/harmful-products/safe-disposal

Bulk Waste

www1.nyc.gov/nyc-resources/service/1038/bulk-item-disposal

Tools and Resources 2 of 3

Educational Resources For NYC Zero Waste

Zero Waste Design Guidelines for Integrating Recycling and Reuse into Building Infrastructure

www.zerowastedesign.org

GrowNYC Not-For-Profit Education and Outreach

www.grownyc.org/recycle

What's in NYC's Trash

dscy.cityofnewyork.us/wp-content/uploads/2018/04/2017-Waste-Characterization-Study.pdf

Sims Municipal Recycling Facility, Brooklyn

www.simsmunicipal.com/recycling-education-center/resources

Pratt Industries Paper Recycling Plant, Staten Island

www.prattindustries.com

GreenNYC Educational Resource on Sustainability for NYC Residents

www1.nyc.gov/site/greenyc/index.page

NYC Zero Waste Resources for Residents

www.wehatetowaste.com/nyc-zero-waste-resources

Signmaker Tool

Create Your Own Recycling and Reuse Signs

www.stopwaste.org/signmaker

Tools and Resources 3 of 3

Tenant Engagement and Recycling Champions

Toronto Tenant Engagement Guide

www.toronto.ca/wp-content/uploads/2017/12/9364-Tenant-Engagement-Guide.pdf

Toronto 3R's Recycling Ambassadors Program (Resident Volunteers)

www.toronto.ca/services-payments/recycling-organics-garbage/apartments-condos-co-ops/3rs-ambassador-program

NYCHA Residents Green City Force

www.grownyc.org/recycling/NYCHA

Environmental Ambassadors Program

www.grownyc.org/recycling/NYCHA

Reuse

Three DSNY Voluntary Collection Programs for 10+ Unit Buildings

E-cycle www1.nyc.gov/assets/dsny/zerowaste/residents/e-cyclenyc.shtml

RefashionNYC www1.nyc.gov/assets/dsny/zerowaste/residents/re-fashionyc.shtml

NYC Organics Collection www1.nyc.gov/assets/dsny/zerowaste/residents/food-scraps-and-yard-waste.shtml

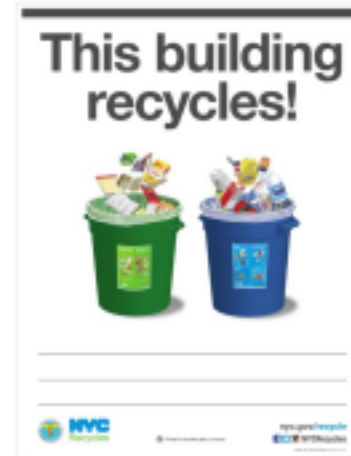
Opportunities to Reuse in NYC via Share, Swap, Borrow, Donate, Gift Programs

www.wehatetowaste.com/share-swap-borrow-zerowaste-nyc

Appendices

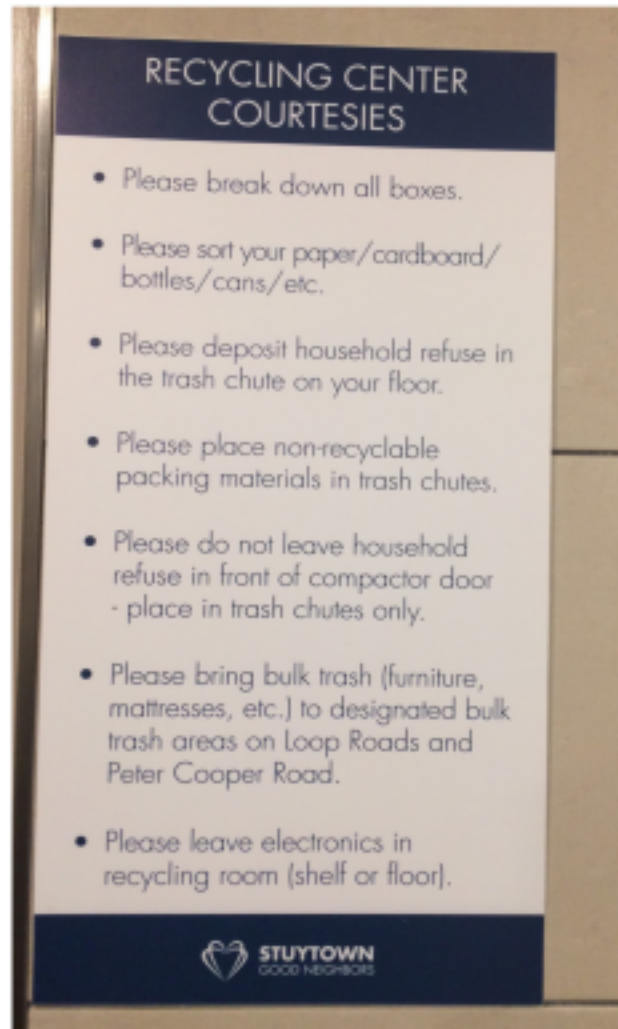
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Appendix A: DSNY Decals



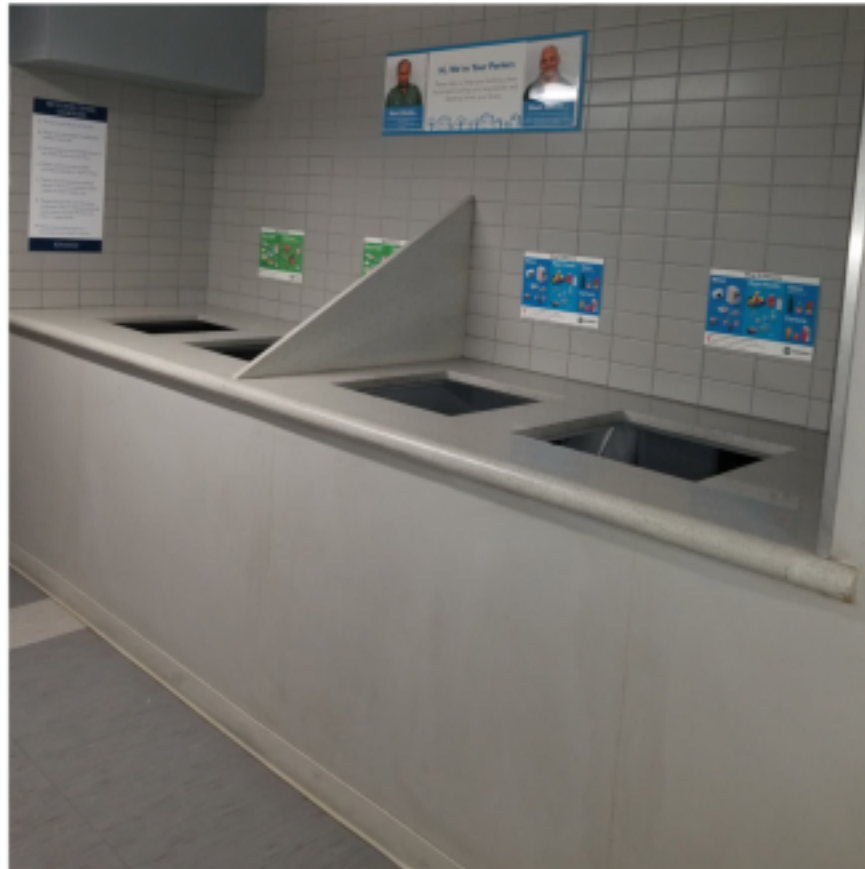
Free decals are available from DSNY in multiple languages and configurations to align with different size bins. See Tools and Resources for link to order.

Appendix B: Custom Signage Examples



Custom signage at Stuytown

Appendix B: Custom Signage Examples




Signage at Stuytown reminds residents of staff members responsible for correcting their recycling errors.



Strivers Gardens underscores community responsibility

Appendix B: Custom Signage Examples

**NO GLASS
IN CHUTE**
BROKEN GLASS IS A SAFETY HAZARD



PUT GLASS IN BLUE RECYCLING BIN

Copyright © 2014 P. 2. Ottman Consulting, Inc.

**NO
PLASTIC BAGS
IN RECYCLING
BINS**



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**WANT TO
COMPOST
FOOD SCRAPS?**



**Take them to First Avenue
Between 70th and 71st Streets
Tuesdays, 3:30 – 6:30 pm
(All year round, weather permitting!)**

Copyright © 2014 P. 2. Ottman Consulting, Inc.

Appendix B: Custom Signage Examples

Recycling in 315



Questions? Ask Paul the Super

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Appendix C: Building Communications Examples



WHAT'S THE PROPER WAY TO RECYCLE? PART II

469 VIEWS • 9 COMMENTS

Was This Helpful?

16 👍 4 👎

Stuytown uses videos to educate residents.

<https://www.stuytown.com/questions/whats-the-proper-way-to-recycle-vol.-ii>

Appendix C: Building Communications Examples

To: _____	Apartment #: _____
Date: _____	Time: _____
RECYCLING ALERT	
Looks like you forgot to:	
<input type="checkbox"/> divert recyclables (like glass, aluminum, small paper cartons, etc.) from the regular trash	<input type="checkbox"/> remove recyclables from bags before placing them into the blue or green bins
<input type="checkbox"/> properly sort recyclables into designated blue or green bins	<input type="checkbox"/> bring down medium to large cartons to the basement alley
<input type="checkbox"/> Other:	
<p>Remember: We have special bins in the basement to collect clothing, electronics, cooking oil, batteries and light bulbs for recycling, in addition to household articles and books for others in the building to use. This includes:</p> <p>re-fashionNYC bin for gently used clothing e-cycleNYC bin for electronics (printers, cellphones, etc.)</p> <p style="text-align: center;">Please see superintendent to learn more.</p>	
<p>Please keep in mind:</p> <ul style="list-style-type: none"> • Residents are encouraged to bring plastic bags and other film waste to supermarkets and large drug chains. • Our neighborhood's nearest location for food scraps/organics drop off is at the Lenox Hill Senior Center (71st Street and First Avenue) Tuesdays 3:30-6:30p.m. 	
<p>Thank you for your cooperation. Proper recycling & waste mgmt keeps our building clean, rodent-free, and our staff safe & productive. – Superintendent Copyright © 2017 J. Ottman Consulting. All Rights Reserved.</p>	

Create a Custom "Recycling Alert" to make it easy for staff to notify residents of recycling errors.

Appendix D: Tips

Recruiting Volunteer Resident “Recycling Champions”

Recruit volunteers at building events, annual meeting.

Post a flyer in common areas (such as near mailboxes) or reach out directly to individuals who may be on your building ‘Green Team’ or Environmental Committee or express interest in general building matters. (See next page for sample language.)

Try to include individuals who may represent different demographic/ linguistic/ cultural populations

You only need one person to begin! Start small and build momentum.



Appendix D: Tips

Recruiting Volunteer Resident “Recycling Champions”

Sample Recruiting Language

How to Help Our Building Recycle More

Are you interested in Recycling? Do you want to share your knowledge and help others in our building recycle better?

Come to a meeting on DATE in the lobby.

Meet fellow neighbors and discuss how we can support our fellow residents in recycling and reducing the waste we send to landfills.

Appendix D: Tips

Training Staff to Support Your Building's Recycling Program

Create a Recycling Manual for easy reference.

Enroll staff in DSNY “Zero Waste Maintenance Training”

Discuss what's working, what's not, in staff meetings.

Encourage staff to train each other!

For More Information

See Tools and Resources, DSNY Zero Waste Maintenance Training Program



zerowaste
Building Maintenance Training

Appendix D: Tips

Overcoming Staff Issues

Incentivize. Provide financial incentives for managers and staff to participate in recycling program; and recognize achievements.

Make expectations and responsibilities clear.

Make it easy. Deliver information, tote bags, ready to use graphics, flyers, progress reports , etc. directly to managers and staff with clear schedules for ongoing communications.

Source: 2015 City Of Bellevue Mf Recycling Pilot Final Report (Cascadia Consulting)

Appendix D: Tips

Maximizing Space for Recycling Collection

Ask residents to bring recyclables to collection area only on day preceding recycling pick up.

Place ReFashionNYC, book swap, Free Stuff box in laundry room.

For More Information

See Tools and Resources: Zero Waste Design Guidelines



Appendix D: Tips

Maximizing Space for Recycling Collection

Consider getting a baler especially for cardboard boxes.



Appendix D: Tips

Maximizing Space for Recycling Collection

Set up a special section for residents to breakdown cartons.

Request residents bring large cardboard boxes to basement recycling area to free up space in on-floor trash/recycle rooms.



Image: Shyftown



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Appendix D: Tips

Maximizing Space for Recycling Collection

Creative configurations can help maximize space for presorting within resident units.

Reusable tote bags can help residents transport recyclables to collection areas without use of single use plastic bags.



Appendix D: Tips

Educating Residents - Key Elements to Include in Communication

Stress the “why” in addition to the “how” (to the community, city, and environment) — to demonstrate to residents their recycling efforts make a difference.

Underscore direct benefits to residents (e.g., cleaner building, save money) in addition to NYC, planet.

For More Information

See chart above, “Why Build a Culture of Recycling”



Appendix D: Tips

Key Resident Communication Channels

Diverse resident population underscores need to reach out via variety of channels, get creative with communications. (See next page for examples of diverse media communications.)

Don't forget **multi-lingual!**

Address seasonality: Earth Day Lobby Events, America Recycles Day, Spring Cleaning, Year-end Holidays, Move-in, Move-out.

Appendix D: Tips

Key Resident Communication Channels

Use Diverse Media to Communicate

- In-person: face-to-face, door-to-door outreach; annual meetings
- Flyers in common areas, elevator or lobby; email
- Online - building website, BuildingLink.com
- Newsletter; Maintenance/ Rent bill
- Lobby workshop; floor-by-floor tutorials at the chute
- YouTube video featuring recognizable staff member.
- Lease Agreement, House Rules
- New Tenant “Digital Welcome Kit” and Tour
- Nextdoor.com, Neighborhood Events

Appendix D: Tips

Conducting a New Tenant Orientation

Determine with building management/ board if tour can be required

Team member contacts new tenant (via email, flyer under door invitation to participate in a tour after their move-in date. (Superintendent or Green team coordinates with leasing office)

Keep the tour short — no more than 15 minutes

Appendix D: Tips

Enforcing Recycling

Maintain strict enforcement policy for all recycling infringements. \$50 per occurrence of any incorrect recycling; graduates per offense for multiple offenses. Records are kept, unpaid fines collected at move-out

Incoming packages marked by doorman with apartment number/resident to help identify those who fail to break down boxes or do not bring to basement

Send out recycling notice via Building Link (or under door) with photo of offense

Send mailings highlighting specific contaminants, e.g., cat litter, to targeted residents to prevent 'overwhelm'.

Source: Martin Roberson, Strivers Gardens.



Martin Robertson, Resident Manager, Strivers Gardens

Appendix D: Tips

Surveying Residents

Conduct anonymous paper or online polls, (using a tool such as SurveyMonkey.com) among residents.

Ask questions such as “Is recycling hard or confusing?” Did you know organics/electronics/clothing collection is available in the basement?

Use a rating scale, (i.e., 1 confusing, 5 very clear to follow) to get quick feedback on resident attitudes towards the recycling program and willingness to participate.



Appendix E: Facilitating Reuse

Ways to Share in Your Multifamily Building

Share - Books, tools, party supplies and other infrequently used durable items

Swap - Host a swap in the lobby

Borrow/Lend using BuildingLink.com, NextDoor.com

Donate - Arrange for ReFashioNYC, NYCaresCoat Drive; Locate nearby thrift stores at DonateNYC.org

Gift - Start a “Free Stuff” box or shelf; Encourage residents to give items away on Freecycle.org, or community bulletin board

Rent/Lease - Encourage residents to use “Rent the Runway” and other rental platforms

Buy/Sell Used - Facilitate via BuildingLink.com, Craigslist, bulletin board

Source: WeHatetoWaste.com



Image: Jacquelyn Ottman

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Got Feedback? More Examples? Our intention is to create a “living document” that will be updated as new information and examples become available. We welcome your feedback along with additional cases, examples, and insights that can strengthen future versions of this Guide for all.

Need Hands-on Support? We look forward to helping managers apply the lessons contained within.

Please Contact Us:

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Also Available

Download “*Engaging Residents of NYC Multifamily Buildings in Organics Collection*” HERE: ManhattanSWAB.org/residential-recycling-reuse-guides

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