

Property Manager Guide to Garbage and Recycling at Multifamily Complexes

Apartments • Condos • Retirement Homes

Multifamily complexes within the City of Gresham are properties with five or more units.

Get started

Familiarize yourself with garbage and recycling collection at your property to resolve common issues and avoid potential fees.

- Look at garbage bills to review current service levels and disposal costs.
- Visit every garbage and recycling area before each collection day.
- Check with maintenance staff, community managers and residents about locations and materials that are creating problems.

Use this guide to improve garbage and recycling service, troubleshoot common challenges, and connect residents with resources.

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Your responsibilities and how we can help

PROPERTY OWNERS

Oregon's Opportunity to Recycle Act and Gresham Revised Code require multifamily communities with 5+ units to:

- Provide residents with access to recycling (mixed and glass) (ORS 451.xyz)
- Provide adequate garbage and recycling service to prevent the overflow of materials from occurring. (GRC 7.abc)

- Provide sufficiently frequent, but at least weekly collection of materials. Properties with compactor drop box service must be collected at least every 14 days. (GRC 7.abc)
 - Educate residents at move-in and at least annually thereafter. (ORS 90.318)
- Contact City staff to learn more about laws and requirements.

Community engagement

ONGOING NEEDS

An effective garbage and recycling program in your community benefits everyone: property managers, maintenance staff, residents, and your hauler. It can also help keep your costs manageable and predictable.

- Ensure that garbage, recycling and glass recycling collection are available onsite (studies show for best results, place all three containers together).
- "Right-size your service" – make sure you have enough container space (no overflow), but not too much (consistently empty space adds to your costs).
- Don't let overflow or bulky waste accumulate – it only encourages more. Schedule pickups ASAP or arrange for ongoing pickups with by your hauler.
- Encourage residents to recycle correctly by providing clearly labeled containers, signage, and educational materials in multiple languages.



Scan the QR code to access online resources.

TIPS

Resident participation is the most important part in achieving a successful recycling program. Below are a few things you can do to set your community up for success:

- Welcome new residents with a recycling tote bag, recycling guide and tour or map of garbage and recycling enclosures.
- Put a yearly reminder on your calendar to share recycling information with all residents.
- Post recycling reminders in busy areas like laundry rooms, mailboxes or other areas where you already post community notices.
- Include tips in newsletters and on social media. Contact City staff for content ideas.
- Provide special disposal information to residents moving in or out: where to donate usable goods, recycle "hard-to-recycle" items like plastic bags, and responsibly dispose of electronics, household hazardous waste and bulky items.
- Many property managers and owners also use lease addenda, move-in packets, letters, flyers, door hangers and newsletters to keep residents informed. Contact City staff for sample language.



REQUEST HELP FROM CITY STAFF

City staff offer free recycling resources to meet the unique needs of multifamily communities and promote onsite recycling and waste prevention.

We also provide the following support to help with onsite recycling and waste prevention:



ASSISTANCE

- Site visits to help troubleshoot issues.
- Community presentations held in-person and online.
- Support planning onsite bulky waste collection events and assistance designing flyers for promotion.
- Assistance promoting waste prevention via foodwaste reduction, repair, reuse, and donation.

OUTREACH MATERIALS

- Stickers for containers and signs for disposal areas that are color-coordinated and easy-to-read.
- Recycling guides that are available in multiple languages and translated upon request.
- Reusable recycling tote bags to help residents sort recyclables inside their homes and transport them to on-site recycling areas.
- Assistance promoting reuse and donation.



Food storage tips



- A Freezer**
Freeze bread and put slices directly in the toaster - Butter keeps for up to 9 months. • Most fruits and vegetables freeze well. Blanch and dry vegetables first. Spread fruits and veggies in a single layer on a lined pan, freeze, then store frozen produce in air-tight containers or freezer bags. Label and date. • Freeze leftovers for a future meal. • Freeze meat in single servings for easier prep.
- B Fridge**
Store produce that wilts, like carrots or celery, in the high-humidity drawer. • Store produce that gets moldy, like fruit or bell peppers, in the low-humidity drawer. • The door is the warmest spot in the fridge; ok to store condiments there but not milk or other perishable items. • Don't wash berries until right before eating. • Keep fresh herbs and asparagus stem-side down in a glass of water.
- C Cupboards**
Store dried herbs, spices, grains, beans and cooking oil in a cool, dark, dry cupboard. • The same goes for potatoes, onions and garlic; store potatoes and onions separately to prevent sprouting.
- D Counter top**
Store produce like tomatoes, avocado and fruit on the counter until ripe, then store in the fridge. • Store apples and bananas separately from other fruits to slow ripening (to ripen produce faster, put it in a paper bag with an apple).

More tips to help food last longer:
Create an "Eat This First" bin in your fridge and rotate in leftovers, partially used produce, etc.
Not sure what to do with that carton of soup? Find recipes to use up leftovers or unfamiliar ingredients at foodies.org.
Visit EatSmartWasteLess.com and SaveTheFood.com for more information.



Beyond the basics

BULKY WASTE: Large, unwanted items like mattresses, furniture, appliances, etc.

To effectively manage bulky waste, and reduce costs, make a plan.

- **Promote donation options:** Items in usable condition (clean and in good repair) can go to charitable organizations like Community Warehouse, Habitat for Humanity ReStore or Goodwill. Often these organizations also have pick-up services.
- **Support secondhand options:** Encourage residents to use online resources such as Facebook Marketplace, Buy Nothing, Freecycle, etc. Set up a community bulletin board to allow residents to post items for sale or give items away.
- **Designate a place for bulky items:** Identify a location for residents to place their bulky waste items for collection that does not block access to garbage and recycling containers. Remind residents about this location as necessary.
- **Arrange for pickups immediately:** It's important to remove bulky waste immediately to discourage additional dumping. Contact your hauler to arrange for on-call pickups or authorize the hauler to arrange for automatic pickups whenever a driver sees bulky waste.



- **Plan an annual bulky waste event:** This will allow residents to get rid of large items proactively instead of waiting until they move out. Include a plan for seasonal items like Christmas trees.
- **Develop a cost-sharing plan** for residents and property managers to split the disposal cost of large, unwanted items.
- **Communicate clearly and often:** Provide information about bulky waste disposal options to residents whenever they move-in and move-out. Make sure to provide all announcements and reminders in multiple languages.
- **Contact City staff** to troubleshoot onsite issues and request customized flyers to announce your next Bulky Waste Event or promote other local disposal options.
- **Contact your hauler** to schedule on-call pickups, arrange for automatic pickups of bulky items, and discuss debris box options for your next Bulky Waste Event.

HOUSEHOLD HAZARDOUS WASTE: Medical sharps, paint, solvents, cleaning chemicals, motor oil and fluorescent (compact and tube) lightbulbs

- These items should be disposed of correctly at a drop-off location or community collection event. Metro also operates two hazardous waste facilities in Oregon City and Portland, which will accept up to 35 gallons of household hazardous waste at no cost to the resident.
 - Certain materials like paint, batteries, and medical sharps can be disposed of at locations within and just outside of Gresham.
- Call Metro or visit the "Neighborhood Collection Events" webpage on Metro's website for upcoming drop-off locations.



ELECTRONICS: Desktop and laptop computers, printers, monitors, televisions, tablets, keyboards and mice only

It is against Oregon law to put computers, monitors and televisions in the garbage. Unused TVs, computers and printers often contain hazardous materials such as lead & mercury. Safely recycle them with Oregon E-Cycles to protect our health and environment, and keep these hazardous materials out of our air, soil and water.

- Promote local electronics donation and recycling options to your residents. Contact City staff for Oregon e-Cycles outreach materials.

- Make sure maintenance staff are aware of the electronics disposal ban in Oregon and know how to properly recycle these items through the Oregon e-Cycles Program.

NOTE: The Oregon e-Cycles program will be expanded to include more items in 2026. For electronics not currently covered under the Oregon e-Cycles program, contact Metro for the most up-to-date disposal information.

OREGON E-CYCLES locations will accept up to seven electronic items for FREE, including:



DESKTOPS



LAPTOPS



TVs/MONITORS



PRINTERS



TABLETS



KEYBOARDS



MICE



Find the most convenient drop-off sites (limit seven items per visit). Visit **EcycleOregon.org** or call 888-532-9253.

REMODELING/DEMOLITION WASTES

Save money and natural resources next time you have a remodeling, construction, or demolition planned.

- Construction projects provide opportunities to salvage and recycle building materials, which saves money and conserves natural resources.

- Visit **OregonMetro.gov/toolkit** for more information.



Find a recycler

Not every item is trash!

Find convenient options for recycling, donating and reusing items.

Call Metro at 503-234-3000 or scan the QR code to search online at **OregonMetro.gov/FindARecycler**



Safety and accessibility

What is a safe and accessible garbage and recycling area?

QUESTIONS TO CONSIDER

• Do residents feel safe accessing the garbage and recycling area?

Consider all hazards including unwanted visitors, pests, insufficient lighting, and if all enclosure doors and bin lids are easy to open.

• Do materials pile up on the ground or block access to the bins or entrance?

Consider bulky items, household hazardous waste, bagged or loose waste, and yard debris.

• Are compactor doors, enclosure doors, and bin lids accessible to all people, including those in wheelchairs?

Consider the height of all locks, handles, and container entry-points.

• **Do residents know how to use the compactor properly?** Post special instructions if needed and show new residents how to use they compactor upon moving in.

TIPS

• Ensure that disposal areas are well-lit and that abatement measures are in place to control common pests like cockroaches, flies, and rats.

• Let residents know about drop-off options for bulky items and hazardous materials. Ensure that maintenance staff also understand where to take hazardous materials and how to schedule bulky items for pickup by your hauler.

• Provide enough room for all residents, maintenance staff, and garbage and recycling drivers to safely and easily access each container.

• Consider switching to smaller bins that are collected more frequently, or whether ramps or other aids would help residents access bins. If the opening is too high, materials tend to end up on the ground.

• Replace damaged or missing stickers or signs ASAP, ensure that they are placed at appropriate heights and locations, and that they include images and translations.

INCLEMENT WEATHER

Snow, ice, extreme heat and air quality may impact garbage and recycling collection during the year. When this happens, haulers must prioritize safety and may delay service. In the unfortunate circumstance that they are unable to provide service before your next scheduled collection day, overflow accumulated will be collected during your next pickup.

• Encourage residents to place any overflow trash in tightly tied bags. Property managers must safe snow and ice around pathways and access gates to maintain safe enclosure access by residents and haulers.

• Collection status updates will be posted on your hauler's website first. For most efficient customer service, please check there before calling.

• Property managers must remove snow and ice around pathways and access gates to maintain safe enclosure access by residents and haulers.



Service levels

Multifamily communities are required to provide service that meets a minimum level. Use the formulas below to estimate the minimum level of service for your property. Review your current garbage and recycling bill to see if your service meets this standard. **This standard is a minimum and may not meet your community's needs.**

Garbage	Recycling	Glass
20 gallons per unit per week or 0.1 yard per unit per week	20 gallons per unit per week or 0.1 yard per unit per week	1 gallon per unit per week

For reference, glass recycling totes are 14-gallons. Roll carts are typically 65-gallons. Dumpsters are measured in cubic yards, and generally range in size from one to eight yards.



QUESTIONS TO CONSIDER

- Are some containers overflowing when others aren't full?
- Did you note any extra charges on your past bills from overages?
- Do you see recyclables in the garbage or garbage in the recycling bins? You may need to increase the size or quantities of bins onsite.
- An additional pickup each week may also be an option. In most cases, additional recycling services will not change your monthly garbage and recycling bill. Contact your hauler to request service changes.

OTHER POSSIBLE FACTORS

- Have you increased recycling or garbage service, but the bins are still filling up too fast? Are some bins more accessible or convenient for residents to access? Are closer bins getting filled quicker than the ones that are farther away?
- Remind residents and maintenance staff to flatten cardboard boxes before recycling to maximize space in your recycling bin.
 - Some enclosures or disposal areas may be too far away for some residents. Changing locations or adding another disposal location may be helpful. Contact

Contacts and additional services

MISSING OR DAMAGED BINS

Except in the case of equipment purchased by the property (like a compactor), garbage and recycling bins are the responsibility of your garbage and recycling company. Contact your hauler to repair or replace bins.

ILLEGAL DUMPING AND THEFT OF SERVICE

Illegal dumping and theft of service (also known as “scavenging”) can be costly for a property owner.

• **Deter illegal dumping** by posting signs, adding cameras, relocating bins, or locking enclosures. Contact City staff for recommendations.



• Report rather than confront:

If you see illegal dumpers in the act, do not confront them. Note the vehicle’s license plate number, make and model, items dumped and location. To open an investigation, contact Metro RID Patrol at (503) 234-3000 or visit OregonMetro.gov/RIDpatrol.

ABANDONED SHOPPING CARTS

Shopping carts are excluded from bulky waste pickup programs. For free cart retrieval, contact the NW Grocers Association at (888) 55-CARTS or (888) 552-2787. You can also submit a request form by visiting NorthWestCarts.com.

Additional assistance

Who to contact	Your Hauler	Metro	City of Gresham
Rates, billing and account information.	✓		
Garbage, Recycling and yard debris questions.	✓	✓	✓
Request bulky item pick-ups, collection schedules, additional one-time pick-ups.	✓		
Report missed pick-up of garbage and/or lost or stolen recycling containers.	✓		
Resolve service and/or billing problems.	✓		✓
Free educational resources for tenants.			✓
Waste prevention, reuse and recycling resources.		✓	✓
Transfer station locations, rates, hours.		✓	
Disposal options for hazardous and bulky waste, and hard to recycle items.		✓	✓

YOUR HAULER

Five garbage and recycling companies, also known as haulers, are licensed to collect the garbage and recycling for all multifamily properties in Gresham based on geographic zones. Remember to take note of their phone number, email address, and website for future contact.



Visit OregonMetro.gov/Find-Your-Hauler or call Metro at 503-234-3000 to find your hauler.

RATES



Visit GreshamOregon.gov/Haulers-and-Rates for current garbage collection and special service rates.

METRO



Metro manages the regional waste hauling system, sets policies for large-scale system improvements, operates transfer stations and provides education.

☎ 503-234-3000

✉ AskMetro@OregonMetro.gov

🌐 OregonMetro.gov/Recycling

CITY OF GRESHAM



The City of Gresham sets collection policies and rates, provides free education and technical assistance to property managers and residents and manages the licensed hauler system.

☎ 503-618-2525

✉ Recycle@GreshamOregon.gov

🌐 GreshamOregon.gov/Recycling-and-Solid-Waste