

How often will our Green Bins be collected?

Your Green Bin will be emptied every week. For your collection schedule please refer to the 2014 collection calendar you received earlier this year or visit vancouver.ca/collectionschedule.

How often will our garbage be collected?

Your garbage collection frequency will stay the same. Many buildings find that once residents start recycling their food scraps in their Green Bins, that they produce less garbage and may no longer need weekly garbage collection. There is a reduced fee for every-other-week garbage service as compared to weekly service. If your building is small and it is feasible to switch to every-other-week garbage collection, we would encourage you to do so.

Can I add yard trimmings to my Green Bin?

Yes! Alternating layers of food scraps with yard waste such as leaves and grass clippings can help keep your Green Bin clean and minimize odours and mess.

How can I reduce odours and mess?

There are lots of ways to reduce odours and mess. Please see the attached tip sheet on how to keep your Green Bin clean or visit vancouver.ca/greenbin.

Why should food scraps be wrapped in paper? Can't I use plastic bags?

Wrapping food scraps in paper helps keep kitchen containers and Green Bins cleaner and can help minimize odours and mess. Residents can wrap or cover scraps with paper such as newsprint or used paper towel, or they can use commercially available paper-based kitchen container liners. Residents should not place any plastic bags in the Green Bin, not even compostable or biodegradable plastic bags. Plastic bags don't break down in the composting process and degrade the quality of the finished compost.

What should I do if I see unaccepted items (such as plastic bags or compostable plastic bags) in the Green Bin?

If you see plastic bags or other unaccepted items please remove them. If you know who is responsible, please remind them that plastic bags (even those labelled 'biodegradable' or 'compostable') are not allowed in the Green Bin. If your Green Bin is contaminated on an on-going basis please phone us at 604-871-6443 and we will work with you to solve the problem.

Can I change the size of my Green Bin or garbage bin?

Yes. If you need a larger or smaller bin, please phone 3-1-1. Bin sizes are available on our website at vancouver.ca/greenbin (under "Need supplies?" on the right). Annual collection fees are based on the size of your bin.

You are allowed to change both your garbage and your Green Bin sizes once per year without incurring any bin change fees. Each additional change during the same calendar year incurs a \$25 charge.

Should residents take the kitchen containers when they move out?

Please encourage residents to clean and leave their kitchen containers in their suites. When we deliver the kitchen containers to your building, we will give you a few extras to distribute to new residents should the previous resident take their container with them.

Where can I get extra resident brochures or posters for my building?

Please phone 604-871-6443 to order additional resident brochures or posters.

What happens to all the food scraps collected?

Food waste is taken to one of two private composting facilities (Harvest Power and/or Enviro-Smart Organics) for processing. The finished product is then sold as compost or used for growing turf.

What if I have any other questions?

If you have any questions or would like more information on the program, please phone program staff at 604-871-6443 or visit vancouver.ca/greenbin.