



Commercial Multi-Tenant Property Manager Surveys

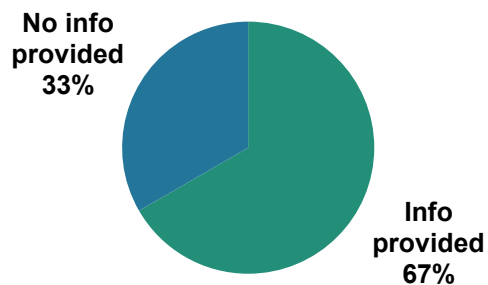
Executive summary

In response to changes in Oregon’s recycling laws, the opportunity to recycle is being extended to all residential and commercial tenants of multi-tenant properties. The change will require cities and counties to ensure properties with tenants that share garbage collection service also receive recycling collection by July 2022. This requirement is for cities with 4,000 or more residents, cities within the Metro Service District and counties which manage programs within those cities’ urban growth boundaries. In order to support implementation, Oregon Department of Environmental Quality researchers surveyed property managers of multi-tenant commercial and mixed use properties with an electronic survey. The survey was distributed by email by the Building Owners and Managers Association to their membership list. It was open for approximately one week and completed by 22 property managers, facility managers, real estate managers, and other individuals with similar roles in the Portland area. The purpose of the survey was to understand common practices used by property managers to support multi-commercial recycling around Oregon.

Information to tenants

In order to influence tenants’ behaviors, 67 percent of property managers shared information on how to use the garbage and recycling at the signing or renewal of the lease. Over half of property managers also provide information on an ongoing basis.

Information provided at lease signings



Confusion over recycling

Although recycling contamination by tenants was not identified as a problem by over half of the respondents, 67 percent of respondents said that the most challenging aspect of offering garbage and recycling to tenants is negative recycling behavior, such as contamination, and confusion about what is recyclable. To address this challenge 86 percent of property managers provide information, including descriptive signage and through face-to-face interactions. Seventy-one percent of property managers also share special messaging to reduce contamination such as flyers, posters, email reminders and more.

Recycling opportunities

All but one respondent offers recycling collection service to their tenants. Of the latter, 71 percent said their recycling service was adequate. Ninety-one percent of respondents found garbage collection service to be adequate.

Adequate service

Over half of property managers thought offering garbage and recycling to tenants was successful because of their collection service, including the frequency of service, customer service and material streams. Fifty-six percent of respondents think that expanding the materials collected would improve their garbage and recycling collection system such as adding Styrofoam.

Bulky waste responsibility

For commercial tenants, three quarters of property managers said it was the tenants' responsibility for making bulky waste disposal arrangements. Sixty-seven percent of respondents said tenants use third-party services to dispose of the waste. Disposal of materials and bulky waste by non-tenants on multi-tenant properties was not identified as a problem by 71 percent property managers.

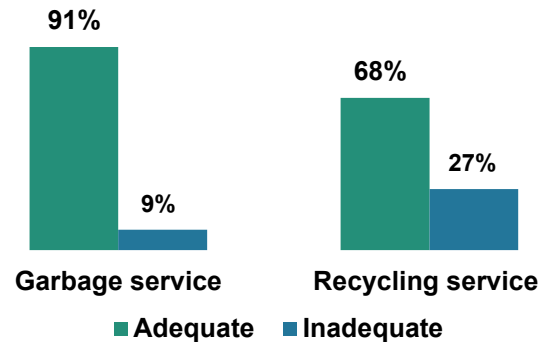
Policy tools

Property managers do not or very rarely use agreements or penalties to set standards for proper usage of garbage and recycling. Only one property uses penalties for incorrectly disposing of garbage and recycling. One property actually gives an award for the best recycling rate of a tenant.

Limitations

Because the sample size for this study was small, and the geography of the responses was limited to Portland, the findings may be insightful but are not likely representative of the Oregon's multi-tenant property managers.

Adequacy of garbage and recycling collection service



Tools to encourage correct participation

