

Collection service standards for residential properties

1.0 Definitions

1.1 When used in this document:

Collection day: means the scheduled day (Monday to Friday, between 7 a.m and 6 p.m.), as determined by the City, when a property will receive solid waste collection services.

Collection point: means an area designated for solid waste to be placed for collection.

Small commercial property: means a commercial property that produces up to 600 litres of garbage or recycling per week (approximately eight standard sized garbage bags).

1.2 When used in this document, the following terms have the same meaning as under section 2 and 2(2) of Solid Waste Bylaw 30/2025:

Base collection services

Bulky waste

Commercial property

Designated employee

Director

Dwelling unit

Garbage

Non-collectable waste

Recyclable waste

Residential property

Property owner

Solid waste

Special waste

Street

2.0 Eligibility

2.1 Each residential property is eligible to receive base collection services, which includes:

1. 240 liters of garbage and 240 liters of recycling per week, for each dwelling unit on the property
2. Seasonal, bi-weekly collection of leaf and yard waste

2.2 As part of base collection service for residential properties, each dwelling unit at a residential property is issued one (1) 240 litre garbage cart and one (1) 240 litre recycling cart.

2.3 Containers for leaf and yard waste must be supplied by the property owner/occupant. A list of acceptable containers is available at winnipeg.ca/yardwaste.

2.4 To receive base collection services, the property owner/occupant of a residential property must:

- 1) Have/set up an account with the City of Winnipeg Utility Billing Centre
- 2) Occupy the property
- 3) Contact 311 to request delivery of carts

2.5 **Small commercial properties** are also eligible to apply for residential property collection service and are subject to these *Collection service standards for residential properties*.

2.6 The schedule for residential property collection services is determined by the Director.

3.0 Adjustments to base collection services

Service reduction

3.1 Owners of residential properties can apply to have the base collection service for a property reduced. This includes:

- a) Residential properties that are solely occupied by the owner and/or the owner's family (owner-occupied property)
- b) Residential properties where any portion of the property is rented out (including properties partially occupied by the owner)

3.2 Applicants will receive written confirmation of their approved application.

3.3 An application for a service reduction may be rejected if:

- a) The residential property is deemed by the designated employee not to have an adequate level of service
- b) Waste material is accumulating on, or adjacent to, the residential property, such that there is a violation of the Neighbourhood Livability By-law No. 01/2008
- c) There are public health concerns as determined by the designated employee

3.4 Applicants will receive written confirmation of their denied application for reduction of service.

Additional service

3.5 Owners/occupants of residential properties (or **small commercial properties** approved for residential service) may request additional recycling and/or garbage service.

3.6 There are three (3) upgrade options for each garbage and recycling:

Option 1: switching the 240-litre cart for a 360-litre cart

Option 2: keeping the original 240-litre cart and getting a second 240-litre cart

Option 3: keeping the original 240-litre cart and getting a second 360-litre cart

3.7 Service upgrades cannot exceed a total container volume of 600 litres per dwelling unit for each garbage and recycling.

3.8 To cancel upgraded service, the owner/occupant must provide notice of cancellation.

Transferring service

3.9 Where the owner/occupant has upgraded service and is moving to a new property, the owner/occupant can request to transfer the upgraded service to the new property. At least two weeks' notice must be given.

4.0 Location and placement of waste containers

4.1 The **collection point** of a residential property (or **small commercial property**) will be designated by the Director (or designated employee) as either:

- a) Front street collection, if there is no back lane adjacent to the property
- b) Back lane collection, if there is a back lane adjacent to the property

2.1 Prior to 7 a.m. on **collection day**, the occupant of a residential property (or **small commercial property**) must place their waste and waste containers at the edge of the front street or back lane, depending on their designated **collection point**.

2.2 The Director (or designated employee) has the authority to alter (on a temporary or permanent basis) the **collection point** where operational requirements or physical barriers exist (e.g., poor road conditions, encroaching trees). Affected properties will receive written notification of when the **collection point** will be changed.

5.0 Walk-up collection service

5.1 The City provides a walk-up collection service in which the City's contracted collector will collect garbage, recycling and/or yard waste from an accessible location approved by the Director (or designated employee). Extra garbage collection can also be collected via walk-up service when arranged in advance (see *Collection service standards for special collections*).

5.2 The walk-up collection service is available to owners/occupants of residential properties when the owner/occupant:

- a) Is functionally unable to move their collection carts or yard waste bags to the **collection point**
- b) Has no one in the home that can place their collection carts or yard waste bags at the **collection point**
- a) To receive walk-up service, an owner/occupant must submit an application form
- b) The arrow on the cart lid is not pointed to the centre of the street or lane
- c) The following minimum clearances are not provided around the cart(s):
 - i. Rear: 30 cm from any objects (e.g., fence, garage, lamppost, snow bank)
 - ii. Sides: approximately one arm's length from other carts, waste, or any objects
 - iii. Front: unobstructed

- iv. Top: two-metre clearance directly above the cart (e.g., not under a tree, eavestrough, basketball net)

5.3 Where collection cannot take place on **collection day** due to any of the above, collection will resume the next scheduled **collection day** that containers can be accessed and/or conditions resolved.

6.0 Responsibility of property owner or occupant

6.1 It is the responsibility of the property owner/occupant to:

- a) Place carts at the designated **collection point** for collection by 7 a.m., but no sooner than the night before their **collection day**
- b) Ensure waste containers are properly positioned at the **collection point** and free from obstructions on **collection day**
- c) Keep areas around and above waste containers clear (e.g., trees pruned, snow and ice removed), and clean and free of solid waste
- d) Move carts from the **collection point** back onto the property as soon as possible after they are emptied
- e) Store carts in a safe place on the property between **collection days** and ensure they do obstruct any street, back lane, bike lane or sidewalk
- f) Make carts available for use by all occupants of the dwelling unit(s) the carts are assigned to
- g) Maintain carts in a condition fit for storing and collecting material
- h) Ensure carts are stored upright to prevent animals from accessing the contents
- i) Keep carts clean and free of odour so as not to cause a nuisance or hazard
- j) Place only acceptable materials out for collection in the appropriate waste container (use the Recyclepedia at winnipeg.ca/whatgoeswhere to find out what materials are accepted)
- k) Ensure that material placed in carts does not exceed the volume of the container(s) issued to the property. Lids have to close. Overloaded carts will not be collected
- l) Produce the carts for inspection upon the request of the Director/designated employee
- m) Return carts if requested by the Director/designated employee
- n) Report any missing or damaged carts by contacting 311, or online at <https://myutility.winnipeg.ca/UtilityPortal/contactForm?section=missingGarbageCart>

7.0 Service conditions

7.1 No collection will occur on **collection day** if:

- d) Ineligible waste containers are set out for collection. Only City of Winnipeg issued carts, and acceptable containers for yard waste will be collected. A list of acceptable yard waste containers is available at winnipeg.ca/yardwaste.
- e) Waste containers cannot be accessed by the collection vehicle due to an obstruction
- f) Ice or snow has not been adequately cleared from the area around the carts, impeding collection
- g) Materials are not placed in the appropriate waste container (e.g. yard waste is placed in the recycling cart)
- h) Unaccepted materials, such as special waste, are found in an eligible waste container. Use the Recyclepedia at winnipeg.ca/whatgoeswhere to find out what materials are accepted
- i) Materials are left beside the waste container and no special collection service has been arranged (see *Collection service standards for special collections*)
- j) Waste containers are not set out at the **collection point** by 7 a.m. on **collection day**
- k) Waste containers are placed for collection on an uneven surface or are elevated from the ground (i.e. on a snow bank)
- l) Carts are packed too tightly that materials cannot fall freely into the collection truck when it is emptied
- m) Cart lids are not closed, creating risk of waste or other material falling during servicing
- n) Carts are set out in a condition that prevents them from being lifted mechanically and emptied into the truck
- o) Carts cannot be lifted and emptied without interference from or causing damage to a container, collection vehicle, or adjacent structures and objects (e.g., another container, fence, garage, asphalt, shed, vehicle)
- p) Weight of waste placed in carts exceeds the acceptable cart weight limits of:

240 Litre Cart weight limit	360 Litre Cart weight limit
102 kilograms (224 pounds)	113.5 kilograms (250 pounds)

- q) The arrow on the cart lid is not pointed to the centre of the street or lane

- r) The following minimum clearances are not provided around the cart(s):
 - v. Rear: 30 cm from any objects (e.g., fence, garage, lamppost, snow bank)
 - vi. Sides: approximately one arm's length from other carts, waste, or any objects
 - vii. Front: unobstructed
 - viii. Top: two-metre clearance directly above the cart (e.g., not under a tree, eavestrough, basketball net)

7.2 Where collection cannot take place on **collection day** due to any of the above, collection will resume the next scheduled **collection day** that containers can be accessed and/or conditions resolved.

8.0 Cancelling service or moving

8.1 Base collection service may only be cancelled when requested, in writing, by the property owner/occupant upon at least two weeks' notice.

8.2 Carts assigned to a property must remain on the property when the occupant or property owner moves.

8.3 When moving out of a property, the occupant or property owner must:

- a) Store the carts in a secure area (e.g., shed, garage, fenced area or adjacent to the building) for the next occupants
- b) Contact 311 to cancel any service upgrades

8.4 When moving into a previously owned property, the new occupant or property owner is responsible for ensuring the carts are present and in working order.

9.0 Fees and Billing:

9.1 Information on the fees associated with collection services for Residential Properties can be found at: <https://myutility.winnipeg.ca/UtilityPortal/UtilityBilling/rates>