

Development Standards for Residential Waste Collection

What We Heard Report

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Waste Services Branch
wastechanges@edmonton.ca
edmonton.ca/ApartmentAndCondoCollection

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About this Report

This What We Heard report provides an overview of actions taken to engage external and internal interested and affected groups to create the Development Standards for Residential Waste Collection (The Standards). It also summarizes the engagement results.

Executive Summary

Background

The Waste Services Development Standards project is focused on creating a user-friendly and informative set of standards for developers of new residential buildings and the residential part of mixed-use buildings to ensure all new properties in Edmonton are designed and built to accommodate three-stream separation and collection. The Standards are aligned to the outcomes of the [Edmonton 25-year Comprehensive Waste Management Strategy](#), which describes the pathway Edmonton would take to achieve its goal of 90 per cent diversion from landfills across all regulated and non-regulated sectors, and to [The City Plan](#), which sets out the direction “to avoid waste at its source, improve diversion rates and reuse and recover resources.” The Standards will inform developers about waste requirements for the design of properties and ensure new buildings have the proper infrastructure for waste collection, set forth and enforceable by the Waste Services Bylaw 20363.

Engagement Overview

The Waste Services Development Standards project was developed over three phases of **ADVISE-level** engagement to gather input from impacted external and internal groups and inform the draft and finalized Development Standards for Residential Waste Collection. Specifically, input was gathered on the following infrastructure for waste collection:

1. Gates and roofs on outdoor waste enclosures
2. Waste compactors, chutes and tri-sorters
3. Waste separation strategies at mixed-use sites with residential and commercial waste collection

The **first** phase of engagement was conducted between **August 29 to October 11, 2024** and consisted of:

- **Three virtual interviews** with representatives of property management companies and developers of sites with waste compactors and tri-sorters (an automated system that allows residents to dispose of food

scraps, recycling and garbage within a single chute that disposes of the waste in separate bins below) to gather input on associated operational and design considerations, and

- An **online survey** for property managers, developers and architects to gather feedback on waste enclosure roofs and gates, container options, and separation strategies at mixed-use sites.

The **second** phase of engagement was internal and took place on **October 22 and 23, 2024** and consisted of:

- **Two in-person workshops** with City of Edmonton waste inspectors and collectors, respectively, to gather input on standards for gates and roofs of waste enclosures, waste chutes, tri-sorters, compactors and waste separation strategies at mixed-use sites.

The **third** phase of engagement took place from **July 28 to August 29, 2025**, once the draft standards were finalized, with the purpose of reviewing the standards to ensure they are clear, accessible and enforceable and consisted of:

- **Email feedback** from internal interested and affected City of Edmonton staff teams, and
- An **online survey** for any external interest-holders impacted by The Standards, including developers who construct or design mixed-use, single-unit and multi-unit residential properties and architects.

Key Findings and Project Decisions

The engagement feedback was analyzed to produce a **summary of key findings**, which are included below with corresponding **project decisions** regarding The Standards.

Table 1: Summary of key findings and project decisions

Key Findings - What We Heard	Who We Heard it From	Project Decisions - What We Decided
The exclusive function of roofs on outdoor waste enclosures is aesthetic. Roofs add extra cost and operational challenges.	Developers and architects, property managers, inspectors and waste collectors	Roofs on outdoor waste enclosures will not be permitted.
Opinions conflict regarding outdoor enclosure gates. Drawing on insights from their own sites, property managers see gates as a	Property managers, inspectors and collectors	The Standards will recommend waste enclosures do not use gates. Gates on outdoor enclosures will be permitted; however, the following design

Key Findings - What We Heard	Who We Heard it From	Project Decisions - What We Decided
deterrent to illegal dumping and unauthorized entry. Informed by daily visits to a wider range of enclosures, City waste collectors unanimously reported gates encourage hidden illegal dumping and provide shelter for unauthorized people.		considerations will be required to ensure collection operations can be done safely and efficiently: • The internal opening of the enclosure must remain the same with or without a gate. • The gate should include a 12-inch gap from the bottom.
City waste collectors reported a safety hazard of being struck and injured when debris is sent down chutes during collection service.	Waste collectors	Safety flaps at the bottom of the chutes will be mandated.
Interviews on compactors and tri-sorters did not provide insights that impacted project decisions.	Development and property management companies	No decisions or recommendations on compactors and tri-sorters were made using input gathered in interviews.
Mixed-use properties experience challenges with commercial and residential tenants not using their designated waste containers. Property managers report these issues stem more often from residents using commercial waste containers than commercial tenants using residential containers; however, according to waste collectors, the contamination of residential waste bins with	Property managers and waste collectors	Commercial and residential waste containers must be separated by a physical barrier. Dedicated and separate rooms for commercial and residential containers will be recommended to reduce unauthorized use.

Key Findings - What We Heard	Who We Heard it From	Project Decisions - What We Decided
commercial waste is the prevalent issue at mixed-use properties.		
City staff input primarily focused on two areas: the arrangement of sections within The Standards document and ensuring consistent wording between the Development Standards for Residential Waste Collection and existing City standards and bylaws.	Interested and affected City of Edmonton teams including: • Edmonton Fire Rescue Services • Waste Services • Communications • Development and Zoning Services • Zoning Bylaw • Transportation	The following changes were made to The Standards document: • Document sections were arranged for better clarity. • Sections were compared to other standards to ensure the wording is consistent between documents (e.g. Complete Streets Design and Construction Standards document). • The glossary was revised to match the terminology used in the Waste and Zoning bylaws.

In fall 2025, the City reviewed the additional input received in **phase 3** of engagement to confirm The Standards are clear and enforceable. A final internal technical review and approval of The Standards was also completed. With the final review and approval completed, it is anticipated the Development Standards for Residential Waste Collection will be published to the [Developer Standards webpage](#) accessible from edmonton.ca/ApartmentAndCondoCollection in early 2026.