



Alberta Multi-Family Registry Information Session

August 14, 2025

Land Acknowledgement



Agenda

- About us
- EPR overview
- Multi-family registry overview
- Promotion and education
- Registry information
- FAQs
- Next steps



About Us

- National not-for-profit producer responsibility organization (PRO) created and governed by producers.
- Support producers in meeting obligations under extended producer responsibility (EPR) regulations across Canada.
- We are advancing the circular economy by building efficient and effective recycling systems that:
 - Advance innovation.
 - Increase performance.
 - Deliver improved environmental outcomes.



What is EPR?

- Extended producer responsibility (EPR) is a policy approach in which producers (the businesses that supply packaging and paper to residents) are operationally and financially responsible for the end-of-life management of the materials they supply to consumers.
- Many jurisdictions across Canada are moving to this framework.
- Circular Materials supports producers in meeting their obligations under each jurisdiction's EPR regulation.



EPR for Paper and Packaging Products

Circular Materials is responsible for the collection of residential paper and packaging products (PPP). This **excludes all other waste streams** such as:

- Household and commercial garbage.
- Household organics.
- Beverage containers (managed through the Alberta Beverage Container Corporation).
- Industrial, commercial and institutional recycling and garbage.

Paper & Cardboard



- ✓ News and print paper
- ✓ Boxboard
- ✓ Polycoated paper
- ✓ Gable top containers

Plastic Containers



- ✓ PET bottles, jugs and jars
- ✓ Thermoform packaging
- ✓ Tubs and lids
- ✓ HDPE containers

Aluminum and Metal



- ✓ Aluminum food cans
- ✓ Aluminum foil and trays
- ✓ Steel food cans

Multi-Family Registry Overview

Multi-Family Registry Overview

Circular Materials is excited to expand Alberta's extended producer responsibility (EPR) recycling program for packaging and paper products to multi-family dwellings (MFDs) with service starting **October 1, 2026**, making recycling more accessible for residents.

- This multi-family registry will support Circular Materials in determining service requirements, allocating resources efficiently, and ensuring a seamless delivery of recycling services:
 - Expansion to multi-family dwellings (MFDs) that do not currently receive service will transition for October 1, 2026.
 - MFDs interested in recycling services can register through our online registry.



Multi-Family Services

Circular Materials responsibilities:

- **Contract management:** Circular Materials will hire a third-party contractor. This helps establish the system in the province and ensures consistent service levels.
- **Collection and bins:** frequency of collection and the bin types may change depending on what is best for your building type and the contractor that Circular Materials works with. At minimum, we want to maintain the same level of service that you currently receiving.
- **Promotion and education:** Circular Materials will manage all promotion and education (P&E) strategies and implementation to residents.

Multi-Family Registry Eligible Accommodations



- Property owners or managers of MFDs in Alberta who wish to receive curbside recycling services should register. Eligibility criteria includes:
 - The community is registered with ARMA for EPR. Please refer to ARMA's [website](#) for a list of municipalities that have registered for the PPP recycling program.
 - The building or complex already receives garbage collection.
 - No recycling services are provided, but garbage service is provided.
 - Recycling services are organized and paid for by a condominium board, RA (Resident Association) or HOA (Homeowners Association), or apartment building owner, rather than through the municipality.
- **Building types include:** apartment buildings, condominium buildings, condominium town homes, trailer parks/ mobile home complexes, single-family homes part of a Resident Association (RA)/ Home Owners Association (HOA), senior living/active living community buildings.

Multi-Family Registry Non-Eligible Accommodations



As per the [Regulation](#), **institutional and visitor accommodations are NOT eligible** to receive services through this program. These include:

- Licensed care facilities, long-term care buildings.
- Schools, student residences.
- Hospitals.
- Hotel/motels.
- Campgrounds.

Benefits of the Program



Improved recycling access

Opportunity to launch or expand recycling programs.



More materials recycled

Reducing the environmental impact through improved recycling processes.



Education

Provide the tools, training and reporting to help ensure program is effective.



Producer-funded system

No cost to the community to run the core program.

Benefits to Property Managers

- **Contract management and administration:** Circular Materials handles all contracting, administration, service schedules and service management. No more administrative burdens on property owners and managers.
- **Financial benefits:** This is a fully producer-funded program which means there is absolutely no cost to building owners and managers or residents for PPP recycling services.
- **Residential benefits:** Circular Materials collaborates with building owners and managers to provide resident promotion and education materials to ensure that residents are educated on their recycling program and that the transition is smooth and efficient.

Benefits to Property Managers

- **Service efficiency:** Circular Materials ensures service efficiency through ongoing reporting, consulting and service standards monitoring to ensure the services remain efficient and effective. Circular Materials will work with you to understand your current service levels and will ensure that they remain consistent.
- **Recycling effectiveness:** The program requires that producers meet specific material recycling targets which means that the materials that are collected are actually recycled, audited and reported on, ensuring transparency in the system.

Residential Promotion and Education (P&E)

P&E Objectives



Meet P&E Regulation and By-law Requirements

Recycling education,
accepted materials,
collection service
information, common
collection information.



Seamless Transition for Residents

Duplicate and enhance
the P&E initiatives
received prior to
transition.



Increase Recycling Rates

Increase participation through
education and awareness.
Reduce contamination by
influencing recycling behaviour.

Circular Materials will Directly Manage Multi-Family P&E

- Circular Materials will lead P&E for your residents.
- We will replicate and enhance current P&E initiatives to support a seamless transition for residents.
- P&E assets include:
 - Postcards and guides to residents
 - Signage and bin decals
 - Posters and flyers
 - App communication
 - Website information

P&E Examples

PAPER ONLY
PLACE PAPER AND CARDBOARD CLEAN, DRY, AND LOOSE IN THE RECYCLING BIN.



Learn more:
circularmaterials.ca/hamilton

PAPER ONLY
PLACE PAPER AND CARDBOARD CLEAN, DRY, AND LOOSE IN THE RECYCLING BIN.



Learn more:
circularmaterials.ca/community

CONTAINERS



Place materials clean, dry, and loose in the recycling cart.

Learn more:
circularmaterials.ca/province

Please do not bag recyclables.
Veuillez ne pas mettre les matières recyclables dans des sacs.



Be recycle ready.
Simple steps to recycling right.



Sort
Separate recyclables from garbage and organics.



Rinse
Remove any leftover residue by giving containers a rinse.



Flatten
Save space in bins by flattening cardboard.



Loose
Place materials loose in your building's recycling.

These steps ensure materials do not get contaminated and can be recycled efficiently to return to your home as another product or packaging.

Learn more about your community's recycling program:
circularmaterials.ca/community

What can I recycle?



Paper and catalogs



Cartons and cardboard



Plastic containers



Foil and aluminum



Plastic drink and food containers



Glass jars and bottles



Metal and aluminum food and drink cans

✗ These items do not belong in your recycling



Hard and soft cover books



Pots and pans



Toys



Propane canisters



Diapers



Batteries

Learn more:
circularmaterials.ca/community

Measuring Impact

Continuous improvement to test and improve P&E effectiveness



Research

Through focus groups, measure year over year P&E ad recall, awareness and perceptions.



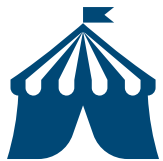
Audits

Localized audit data is compared to determine whether P&E influenced problematic behaviour.



Resident Call Centre

Themes and trends of questions & complaints are addressed by targeted communications and P&E and measured by reduction of inquiries.



Event Activations

Measure interactions, impressions and qualitative feedback related to booth and activities.



Media Buy Analytics

Based on channel, we measure reach, impressions, click through rate, etc. to determine impact of P&E.



School Programming

Educators provide feedback; digital trivia provides intel on what recycling topics P&E should focus on.



Digital Metrics

Website, social channels, video views, downloads, etc. are measured to determine what content is most impactful.

Registration Information

Multi-Family Registry Key Dates

- **Registration is open:** register on our [website](#)
- **October 1, 2025:** registration for the first intake period closes.
- **Spring 2026:** Circular Materials will contact you with information on your service provider.
- **October 1, 2026 (or when your existing contract ends):** recycling service begins for buildings who registered by the October 1, 2025 deadline.



Multi-Family Registration Required Information

The registration form requests the following information:

- Company or organization name.
- Business registration number.
- Contact information (name, phone number and email).
- Building information (address, building name, town, number of units).
- Do you offer recycling services at this property?
- Information on your current collection contract (current service provider, contract expiry date, contract extensions, frequency of collection).
- Information on your PPP recycling receptacles (type of collection (single stream vs multi-stream), what materials are collected, types of receptacles, number of receptacles, and who owns the receptacles).

Multi-Family Registration

Registration steps:

1. Visit the Circular Materials website [here](#).
2. Scroll down to the registration form.
3. Complete the required fields.
4. Download the excel form linked in the registration form.
5. Complete all fields and save the form.
6. Upload the completed excel form to the registration form and hit "Submit".
7. You will receive an email that identifies your form has been submitted. Please keep this email as proof of your submission.
8. A Circular Materials team member will be in contact with you within 30 days of receiving your registration form with an update and any follow-up questions.

Watch the [tutorial video](#)

Frequently Asked Questions

Frequently Asked Questions

- **Is this a grant-based program?**

No this is not a grant-based program. This is a program where a Producer Responsibility Organization (PRO), such as Circular Materials, manages and oversees PPP recycling collection and processing. We will provide services directly to multi-family dwellings in Alberta that are eligible for service.

- **Since Circular Materials contracts directly with service providers to provide this service, does that mean that they will control the schedule (including frequency of collection)?**

Yes, that is correct. Where possible, we would like to mimic the existing collection schedule, and we will work with the service provider to offer the right level of service for your building/complex. The number of bins and the exact collection schedule will vary based on the tonnage of PPP recyclable material that your building generates.

Frequently Asked Questions

- **I currently have bins provided by my service provider. Will I get new bins through this program? How many new bins will I get?**

Circular Materials will work with the selected service provider to provide bins suitable to each multi-family dwelling; this will include the correct number and size of bins for each building.

- **How will contamination in bins be addressed?**

Each contract with a service provider secured by Circular Materials includes an obligation by that service provider to minimize contamination. Circular Materials has a robust promotion and education initiative to help inform residents on what PPP materials are and on how to reduce contamination. Contamination reduction is very important to help ensure that PPP products can be collected and actually recycled. Under regulation, Circular Materials is obligated through material management requirements. This means that what gets sold into the system is evaluated against what gets recycled – this verification process is overseen by the system regulator – the Alberta Recycling Management Authority.

Frequently Asked Questions

- **Will I need to pay if my bins are contaminated?**

There will be no payment between multi-family dwellings and Circular Materials. The payment (or contract) is between Circular Materials and the selected service provider.

- **Will this program run out of space?**

No, space in this program is unlimited for those that meet the eligibility requirements.

- **What happens if I register for this program after October 1, 2025, because I missed the deadline, or I acquired a new building after this date?**

We ask that you register using Circular Material's online multi-family dwelling registry. After eligibility verification, we will work with you to determine an appropriate service start date. Please note, that garbage collection services must be provided by the multi-family dwelling and must be active. Regulation provides Circular Materials with 18-months to set up a collection system at your building.

Frequently Asked Questions

- **I receive other services from my contractor such as cleaning bins, lids, and wheels. Is this service included?**

Maintenance of the bins is a requirement under Circular Materials contracts. Circular Materials and the service providers will ensure that you have the proper bins for your property, will maintain and repair lids and will provide collection services.

- **What service provider will Circular Materials be working with?**

Circular Materials will be entering into contracts with multiple service providers. We value the current Alberta system players and look forward to continuing or establishing new relationships with them. Our goal is to develop and maintain a robust and quality collection system that Albertans can be proud of.

Frequently Asked Questions

- **What are the key benefits for Property Managers to join this program rather than maintaining their own private contract?**

By joining, you will no longer be responsible for the costs or management of the services for PPP recycling for your buildings. Circular Materials offers robust promotion and educational tools and operates provincially, creating consistency in PPP recycling for all Albertans. Circular Materials will also ensure that the PPP materials collected are actually recycled and will report those outcomes through an Annual Report that is received and reviewed by the Alberta Recycling Management Authority and the Government of Alberta.

- **Do I have to register for this program? What happens if I do not register?**

If you do not register, you will continue with the management and operation of your PPP recycling programs as you currently do.

Frequently Asked Questions

- **How do I know if my community has registered with ARMA therefore making me eligible for collection?**
 - Contact your community directly.
 - Visit the [Alberta Recycling Management Authority website](#) to see a list of registered communities.
 - Or contact Circular Materials. Please contact us at ABoperations@circularmaterials.ca.
- **What happens to my current contract with my current service provider?**

Circular Materials is happy to contract with all eligible multi-family dwellings for October 1, 2026, or a later date determined by your current contract expiry. Please review your contract terms with your service provider.

Frequently Asked Questions

- **What if multi-family recycling bins are shared with commercial properties?**

Under the regulation, Circular Materials is obligated to collect residential PPP recycling. Therefore, all commercial and residential recycling will need to be separated. Please indicate that you share your recycling bins with a commercial property in the notes field of the registration with Circular Materials.

- **If I am not happy with the service, can I withdraw from the program?**

We hope that you will be happy with the service! We will ensure that you have access to the contractor assigned to your building through customer service emails and phone numbers and under contract with Circular Materials, each service provider is required to meet or exceed the service standards as set out in their contract. Circular Materials also has a customer service center and will respond to all customer service issues, including connecting with your service provider to improve service where needed. If you remain unhappy with the service provided by Circular Materials, we are happy to have a discussion with you on next steps.

Frequently Asked Questions

- **What happens if the service provider that Circular Materials has a contract with causes damage to my property?**

Circular Materials requires service providers to report and be responsible for any damage they have caused to property. We also require service providers to hold significant levels of insurance and have dispute resolution processes built into our contracts.

- **What are the next steps after I complete the registry?**

You will receive an email following your registration confirming your submission. Circular Materials will then take approximately 30 days to review the information and verify your eligibility. We will contact you directly to confirm eligibility and next steps. Ultimately, Circular Materials will be issuing a request for proposals to secure service providers to service your multi-family dwelling(s).

Frequently Asked Questions

- **I have locks on my bins to prevent theft and illegal public dumping. Will I get to keep the locks on my bins?**

Circular Materials will work with each multi-family dwelling to determine the level and type of services required to limit illegal dumping and to provide safe and appropriate levels of service.

- **When should I register new builds for this program if Circular Materials will take 18 months to provide service? Should I register ahead of finishing construction or should I wait until after construction is complete?**

Circular Materials is currently working with the Alberta Recycling Management Authority to determine a policy around this item. Stay tuned.

- **I do not have a business number. Is there a generic number that I can put on the registration form?**

Yes, please use 000 as your business number.

Frequently Asked Questions

- **My community registered for Phase 2 collection and won't be getting service until October 1, 2026, am I still eligible to register?**

Yes, you are eligible for service. Please complete the registration.

- **What happens to my current contract with my current service provider?**

Circular Materials is happy to contract with all eligible multi-family dwellings for October 1, 2026 or a later date determined by your contract expiry. Please review your contract terms with your service provider. Circular Materials requires to take over the PPP recycling service completely.

- **What if multi-family recycling bins are shared with commercial properties?**

Under the regulation, Circular Materials is only required to collect residential PPP recycling. Therefore, all commercial and residential recycling will need to be separated. Please indicate that you share your recycling bins with a commercial property in the notes of the registry.



Wrap up and next steps

- Register [here](#) for multi-family services.
- Circular Materials will verify your submitted information and confirm your eligibility.

Help us spread the word!

We kindly ask that you download our [communications toolkit](#) which includes a one-page overview, pre-written social media posts, and a poster, and share with your networks.



Contacts

Alberta Recycling Management Authority (ARMA)

ARMA is the organization that leads the stewardship and oversight of designated recycling programs in Alberta. They are the oversight authority for the PPP EPR program.

Email: info@albertarecycling.ca

Phone: 780 990 1111

Please contact **Circular Materials** for information about the program and registration process

aboperations@circularmaterials.ca

Contact Information

Operations

aboperations@circularmaterials.ca

[Alberta Multi-Family Registry](#)



Questions?



circularmaterials.ca

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