



City of Edmonton Condo Waste Changes: CCI Member Survey

March 2026

Executive Summary

In response to repeated concerns raised by members, the Canadian Condominium Institute (CCI) conducted a survey of condominium stakeholders in early 2026 to better understand how recent waste management changes introduced by the City of Edmonton are affecting condominium communities.

A total of **181 responses** were collected. Respondents included **condominium board members (58%)**, **condominium owners (25%)**, **condominium managers (11%)**, and **others involved in building operations (6%)**. These responses reflect the perspectives of individuals directly responsible for managing the day-to-day operational impacts of waste services within condominium communities.

Key Findings

Operational impacts

- **79%** of respondents reported experiencing negative impacts following the rollout.
- The most common issues reported were:
 - **Overflowing garbage bins (57%)**
 - **Waste accumulating outside bin enclosures (50%)**
 - **Health and cleanliness concerns (46%)**
 - **Increased time spent managing waste areas (43%)**

Overall program experience

- **63%** of respondents reported the program has had a **negative or very negative operational impact** on their condominium corporation.
- **24%** reported a neutral impact.
- **13%** reported a somewhat or very positive experience.

Financial impacts

- **45%** of respondents indicated their condominium corporation is experiencing **additional costs** as a result of the program.
- Estimated additional costs range from **under \$1,000 to more than \$20,000 annually**.
- The most common cost drivers include:
 - Private waste hauling services
 - Increased cleaning and maintenance
 - Additional property management or staff time managing waste areas and resident complaints

City mitigation efforts

- **59%** of respondents reported contacting **City Waste Services** to address operational issues.
- Only **10%** indicated that the mitigation measures offered were sufficient to resolve their concerns.

Rollout approach

- **54%** of respondents indicated the rollout timeline and capacity adjustments were **not appropriate**, while **25% were unsure**.
- Many respondents noted the program does not adequately account for the **diverse layouts and space constraints** common in condominium developments, including townhouse complexes, mid-rise buildings, and high-density communities.

Qualitative Feedback

Written feedback from respondents consistently highlighted several operational challenges, including:

- Regularly overflowing bins and waste accumulation around collection areas
- Increased pest and cleanliness concerns

- Limited space for additional bins, particularly in older developments and townhouse complexes
- Increased operational burden on **volunteer condominium boards and property managers**, who are spending significant additional time monitoring waste areas, arranging extra cleanups, and responding to resident concerns

In many cases, condominium corporations have had to hire additional services simply to maintain functional waste areas.

Support for Environmental Goals

Many respondents expressed support for the City's environmental objectives and the goal of increasing waste diversion. However, the feedback indicates that the **current implementation model is not functioning effectively for many condominium communities**, where physical layouts, population density, and operational requirements differ significantly from single-family homes.

Potential Solutions Identified by Respondents

Survey participants identified two potential policy adjustments most frequently:

- **41%** support allowing condominium corporations the **option to opt out of City waste collection and contract with private service providers**.
- **28%** support implementing a **transitional period with additional waste capacity or service** while communities adapt to the program.

Closing

Condominium communities represent a **significant and growing share of Edmonton's housing stock**. Ensuring waste services function effectively in these communities is important both for achieving environmental goals and for maintaining safe, clean, and well-managed residential environments.

A detailed report containing the full survey results and respondent comments is attached. Comments are presented largely as submitted, with minor edits where necessary to remove personal information or correct obvious spelling errors.

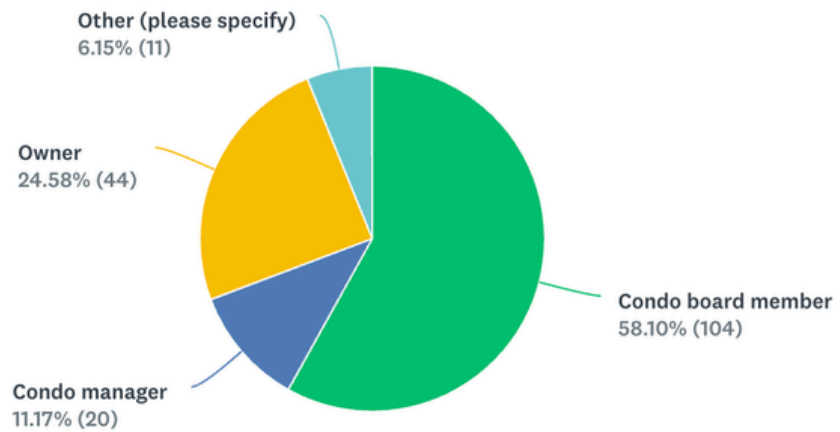
CCI appreciates Council's consideration of this feedback and would welcome any follow-up questions or discussion.

CCI CONDO WASTE CHANGES SURVEY

Note: Survey respondents were asked to identify their role within their condo community. They were also asked if their corporation has already been included in the multifamily waste collection changes. If they have not yet been included, they were then automatically skipped ahead to relevant questions. As a result, you will see a large number of “skipped” on some questions.

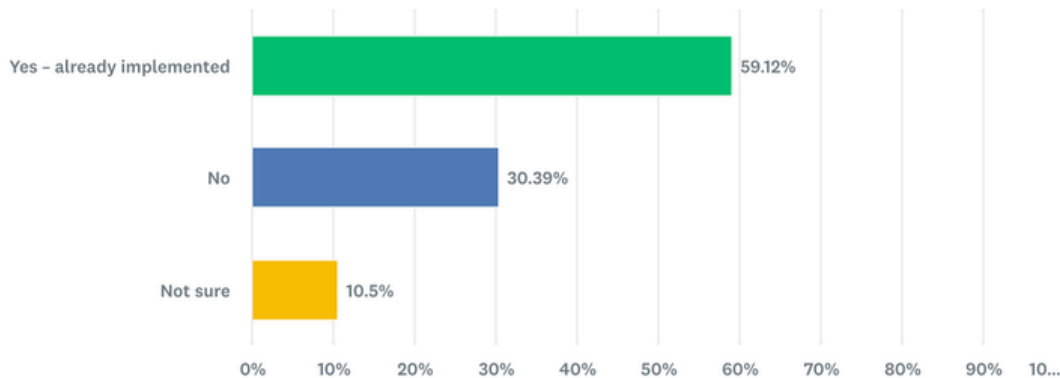
Your role:

Answered: 179 Skipped: 2



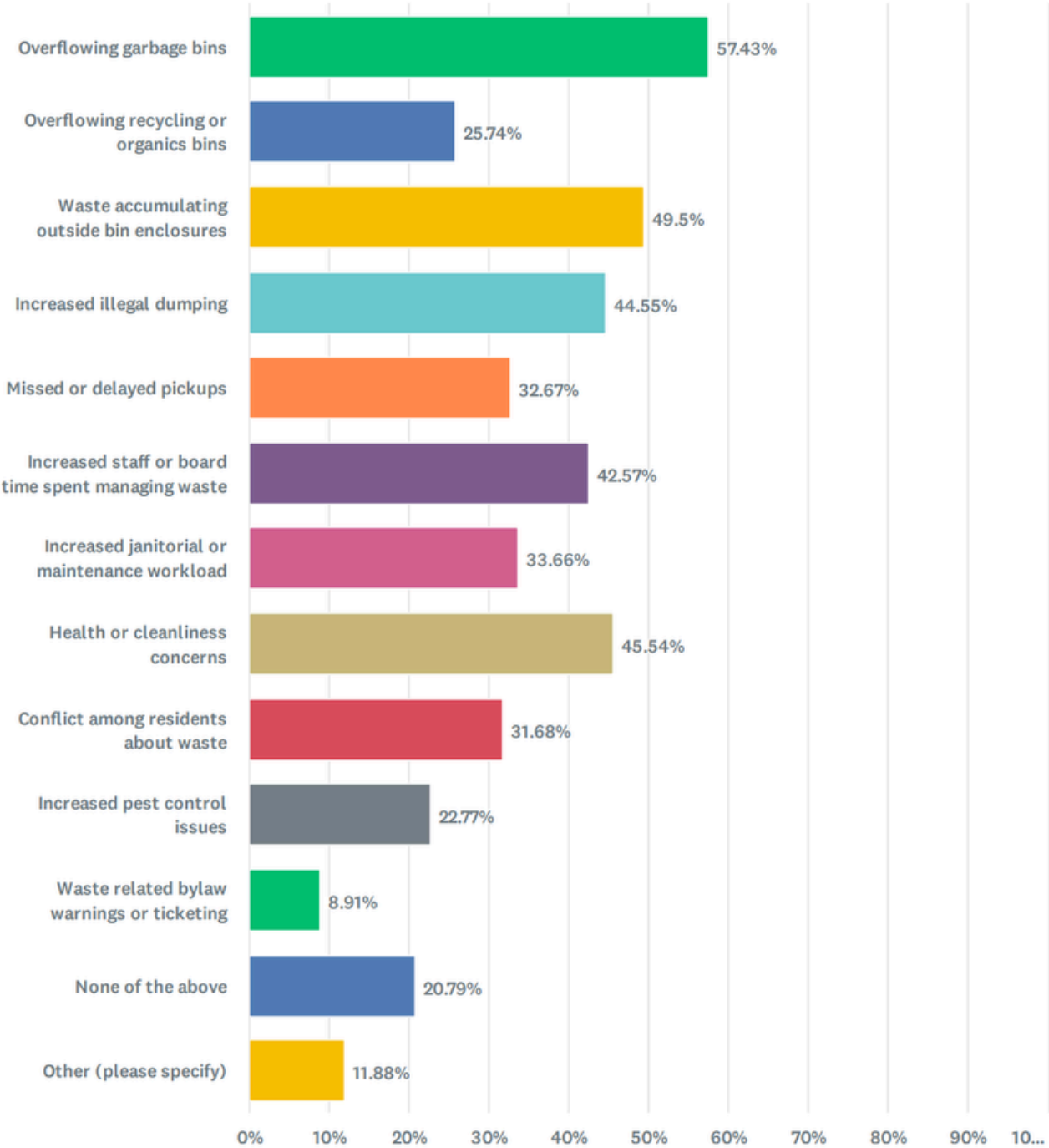
Has your building already been included in the City’s green bin rollout? (If your answer is “No” or “Not sure,” you will skip ahead to the relevant section)

Answered: 181 Skipped: 0



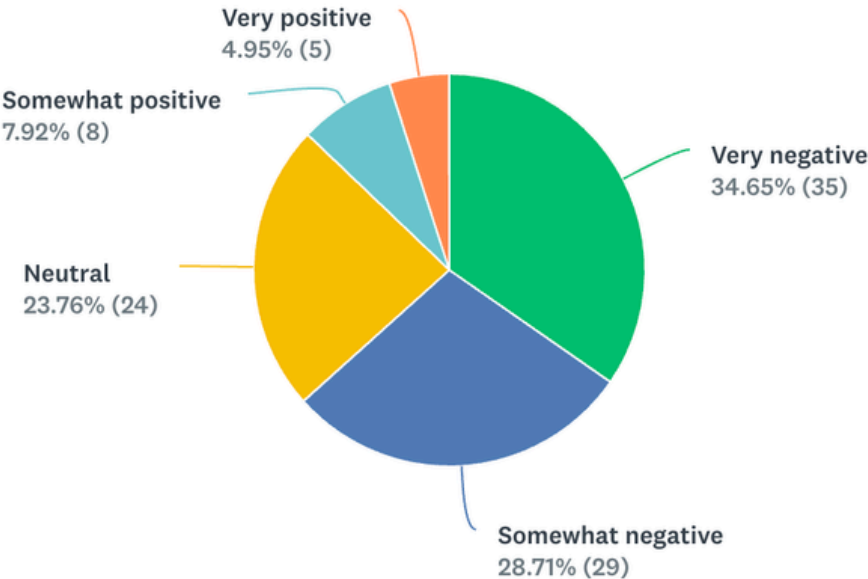
Since implementation, has your corporation experienced an increase in any of the following? (Select all that apply)

Answered: 101 Skipped: 80



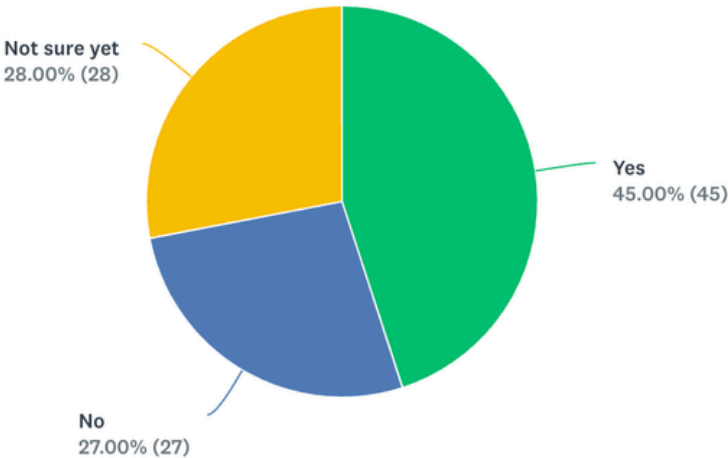
Overall operational impact on your corporation:

Answered: 101 Skipped: 80



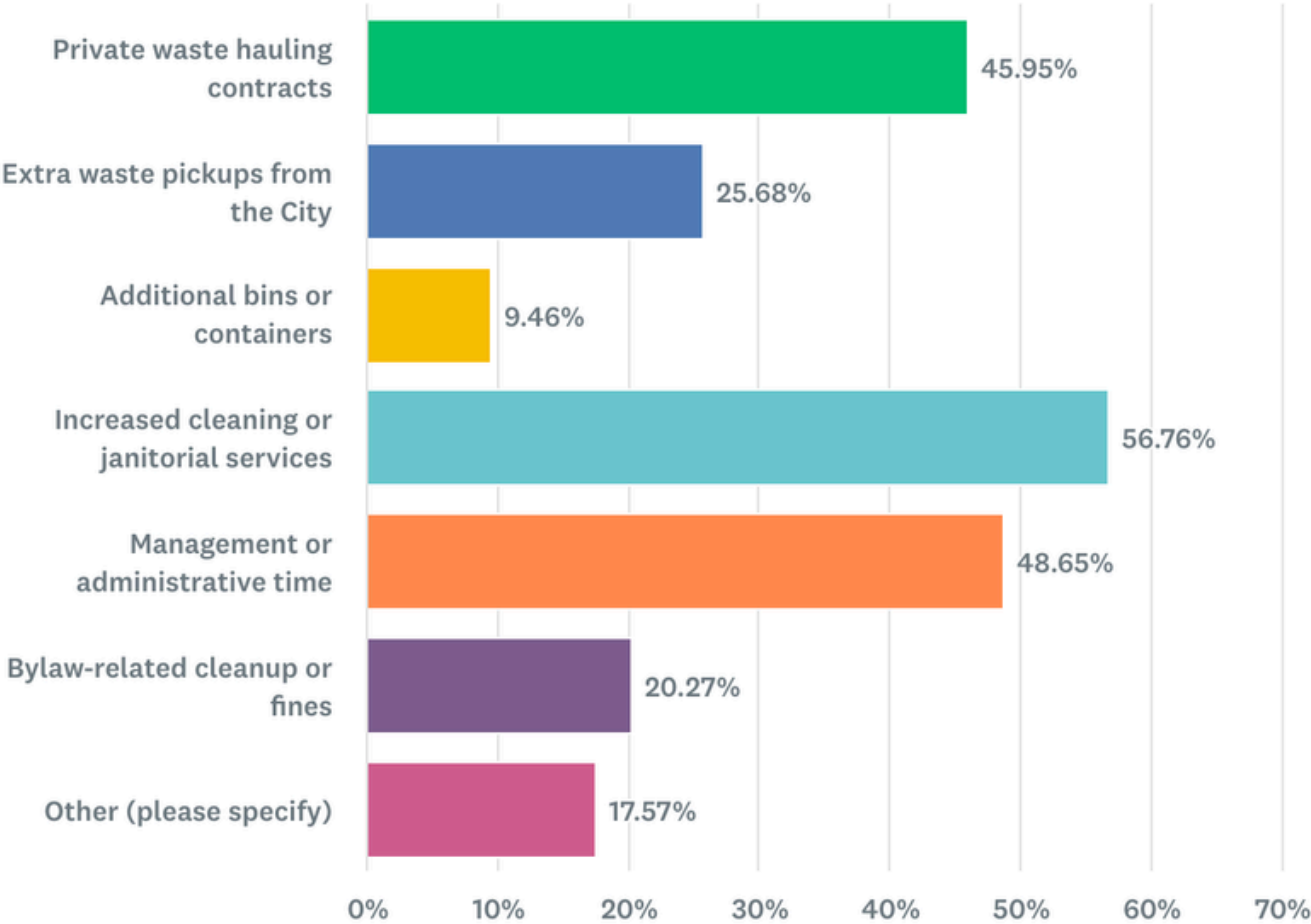
Has your corporation incurred additional costs due to the waste rollout?

Answered: 100 Skipped: 81



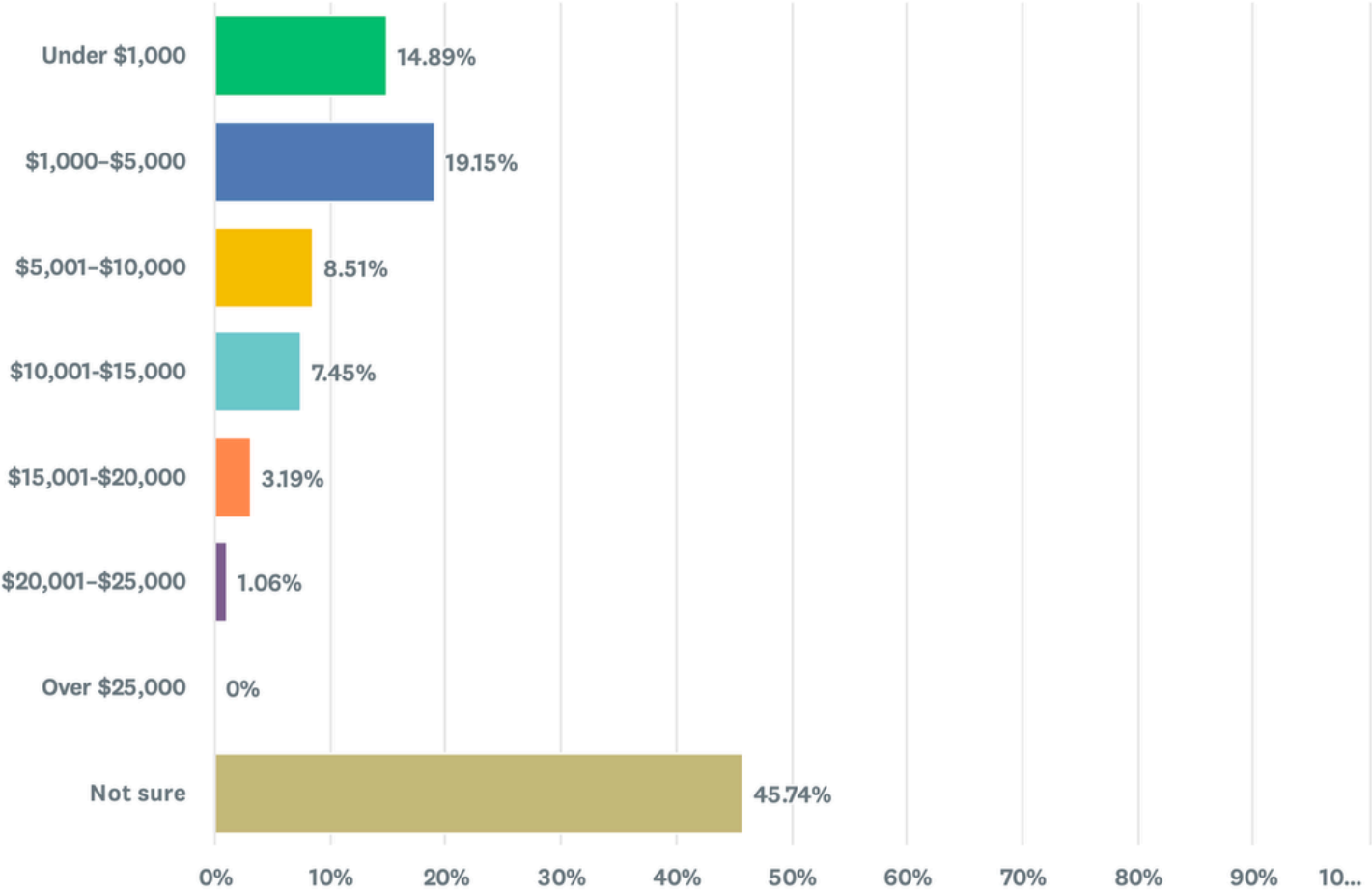
Sources of additional costs: (Select all that apply)

Answered: 74 Skipped: 107



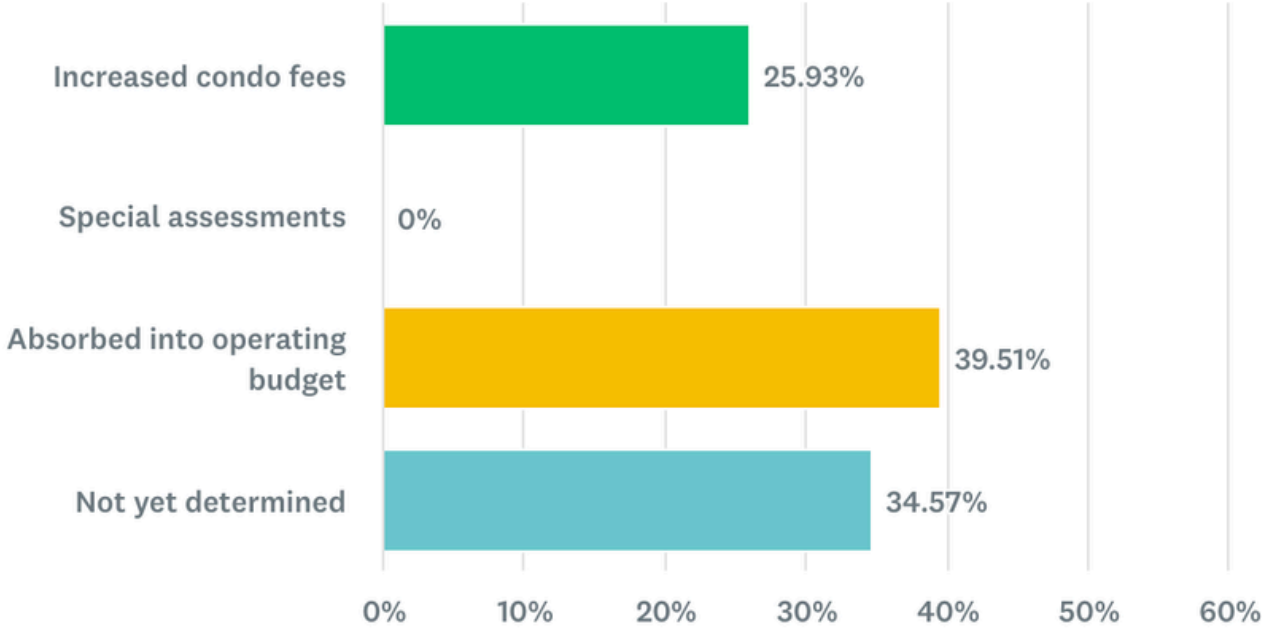
Q13 Estimated additional annual cost to the condo corporation:

Answered: 94 Skipped: 87



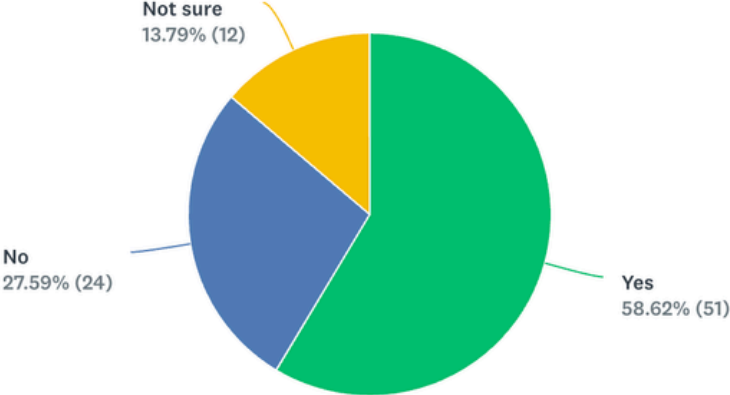
How are these costs being funded?

Answered: 81 Skipped: 100



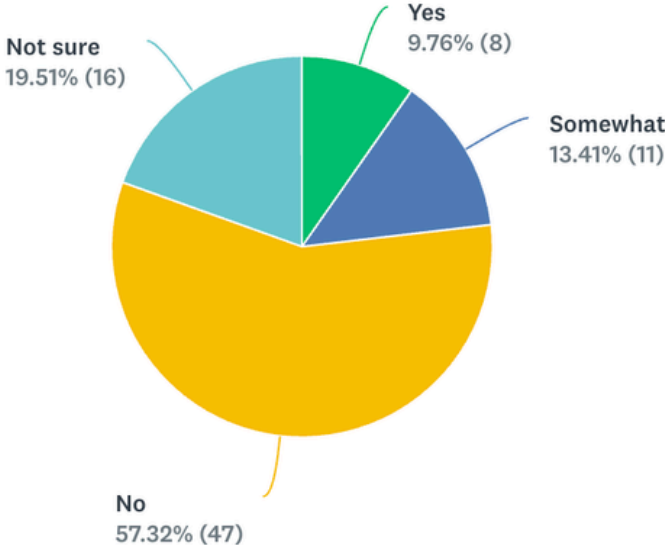
Have you contacted waste services directly to attempt to have your problems addressed?

Answered: 87 Skipped: 94



Have City-provided mitigation options been sufficient?

Answered: 82 Skipped: 99



Detailed responses regarding experiences in communicating with waste services:

“Every single time a concern is raised, it is met with a stock response that more or less politely states they will not budge (even a little) on this program and tells us they only thing we can do is "educate" residents. The generic phone number rarely gets you to a decision maker and often it's someone that doesn't have the details. They push their generic email which used to get a response from after a couple days but is now minimum a couple weeks. Another thing that no one can answer is why the programs are being rolled out at least a month before the education team can canvas the residents. At this particular property pales weren't even dropped off to correct doors. Had this program been released at a slower pace with a step-down approach, we might have stood a chance to get residents used to sorting. Immediately cutting the pickups by 50% was a terrible plan.”

“We need better waste pick up and another bin. Two bins for 59 families is not enough!!”

“Very frustrating when we have requested larger bins, or add a 2 times a week pick up schedule again for the complex, and we are instructed that we need to educate the residents on how to properly dispose the correct waste into the correct containers, which will help reduce waste for the entire complex.”

“They advised us to train the Condo Owners/Renters on how to separate garbage from recycling, this is not our job, this is up to the City Waste branch to explain all this.”

“Our experience was characterized by persistent administrative negligence and a lack of transparency. We attempted to be proactive by calling the City on Oct 2 (780-496-5698) to coordinate the rollout, but were told no schedule was available despite the City having our correct address. Following this, we sent three formal emails to the general Waste Support inbox on Oct 14, 16, and 20. These inquiries were ignored for nearly three weeks. While our written requests for coordination sat in a "black hole," the City proceeded with physical implementation, delivering bins on Oct 15—less than 24 hours after our first written complaint was filed.

We did not receive a "sign of life" from the helpdesk until Oct 21, and even then, our legal and procedural questions were simply deflected. This communication gap was exacerbated by a shift toward an aggressive legalistic tone; while a Waste Support supervisor admitted today that quoting the City bylaw as a justification for entry was an "adversarial" tactic and apologized for the approach, he simultaneously confirmed that the City's legal counsel has officially "green-lit" this interpretation. This suggests the City intends to continue using municipal bylaws to bypass private property protections, despite acknowledging the adversarial nature of doing so. Treating a serious dispute regarding property rights as a routine customer service matter while doubling down on a legally aggressive stance demonstrates a fundamental failure in the department's ability to communicate meaningfully with Condominium Corporations."

"A larger issue is communication with the City re: such things as missed pickups. In the recent snow storm we had a missed pickup due to snow removal running late. That was not a significant issue but trying to communicate when we might or whether we might anticipate an alternate pickup was brutal. The beautiful "WasteWise" site and app do not apply to multi family dwellings. OK but wouldn't it be nice to actually speak to someone about an alternate schedule or remedy in the event of a missed pickup. A significant amount of time was spent on the phone, by one of our board members, playing telephone tag."

"For 25 complexes there is only four black garbage bins which are frequently overflowing. The lack of information about what can be put in the green bins creates a challenge too. People are not informed or unwilling to properly participate. Blue recycling also collects MANY items that are not recyclable."

"The roll out of this program in our building was very smooth. We were given lots of warning. City staff went around to every unit two weeks after the roll out to make sure residents were confident with the procedures."

"They gave us three black garbage cans for 25 units. We have 40 or so people living here and the bins are over flowing. The City tells us we need to educate residents but with many rental units, that's a consistent turn over which costs money for additional resources. The education sessions make no difference in the end."

“We called last year and were giving no help, I believe the new board has also reached out as the problem has gotten worse”

“I have lived in this condo complex for 14 years in the past year and a half when the city started to roll out the new garbage we started to see an increase in illegal dumping at our complex before our bins were reduced in size. We were already paying for extra pick ups extra work due to the influx of garbage. Then when the city reduced our bin sizes and the frequency of when our bins are picked up, it has gotten out of control. I have personally spoken to many units in our complex and the renters in our complex don't care they feel that they pay rent and their rent should be covering this.

This is creating a lot of work and extra expenses for our complex. We ask the city of Edmonton to come out and assess our situation we requested all three of our bins in our complex to be moved to one central location to help alleviate some of the issue as where our bins are placed more of the complex has to walk to one bin than the other two bins and people don't wanna walk too far and the city wouldn't even help us out in that. We have been threatened already from the city saying that we are going to be fined. We don't know what to do. We have issues that we need to take care of in our complex like maintaining the structure, paying attention to roofs making sure the parking lot is clear snow removal. All these other things that are very important to keep our complex good and safe and a pretty area in the community and we're spending all of our time on garbage now.”

“The City has given no other options”

“We have received a letter indicating that Waste Management deals with the condo manager NOT the taxpaying unit owners.”

“While the initial implementation was not well thought out and had no input from us, the revised solution is working fairly well, although not our preferred solution is working not too badly”

“At the start we were told we would have a bin but we new that the trucks would not have room to unload our bin in the areas suggested and therefore once we finally got the city to come and remeasure etc. they complied and then changed our condominium to receiving individual bins for each townhome instead of having one large bin.”

“Honestly, the waste management has been the biggest scam of all. We live in townhomes where multiple people live in their homes and produce garbage daily. Taking the big garbage bin away and putting in a smaller one has affected the area greatly in the worst way. I’m tired of cleaning up overflowing garbage and honestly I’ve thrown garbage into the recycling bin because we can’t have critters come and rip the bags apart and make messes. Every single week, there’s an overflow. It’s gross, unhygienic and a hazardous mess. The city needs to do better because all it’s doing is creating stress for people who actually care about the environment and instead there’s MORE waste. Please fix this issue.”

“It has been a nightmare.”

“We keep getting told there is nothing the waste management can do with the situation outside of an additional pickup which is not in the operating budget.”

“With individual bins we have eliminated birds/animals from tearing apart garbage bags.”

“There was minimal change so no issues.”

“When I reported several bins had not been emptied, and I knew bins were out the night before, he insisted our residents must have been late setting them out. And the only way they would come back to dump then was if bins were all moved to Amenity parking Lot-- 'seniors can not always move the bin with their walker so Board Members moved them-- and then delivered bins back to Unit Owner.”

“Lack of communication/education.”

“Lack of consideration of age of population”

“Our waste services carried on as usual. We had no problems implementing the organic waste program.”

“The decreased bin size is one thing but the increased illegal dumping is what’s killing us. I have one blue bag, one trash bag and one green bag each week!! Most weeks I have to stash my garbage inside because the bins are overflowing.”

“Our waste services carried on as usual. We had no problems implementing the organic waste program.”

“The City staff have been excellent working with management for a smooth rollout. Very responsive and collaborative staff”

“They would not budge to restore our pick to twice a week. We have had to contract a outside company to pick up the excess and clean up the mess from birds and cats. Then they said if we sign a six month contract we can get 2 extra pickups a month but the size of our bin would be reduced from 6 cubic metres to 4 cubic metres. According to their calculation if we separate the garbage we would not have overflow. This is beyond our control we have sent notices to residents but we cannot watch the garbage 24/7 to see who is dumping. This is not working.”

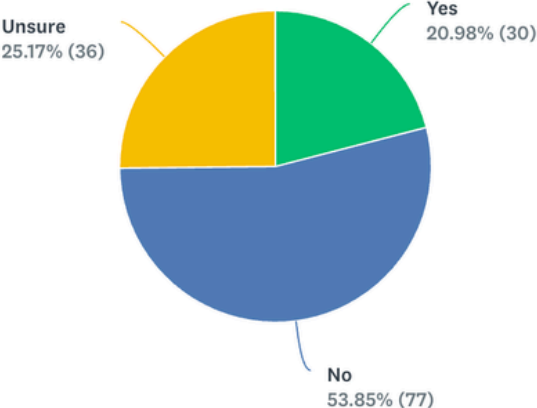
“No information before it happened and you never get the same answer”

“The city has increased costs and reduced services while telling residents to just deal with it.”

CCI CONDO WASTE CHANGES SURVEY

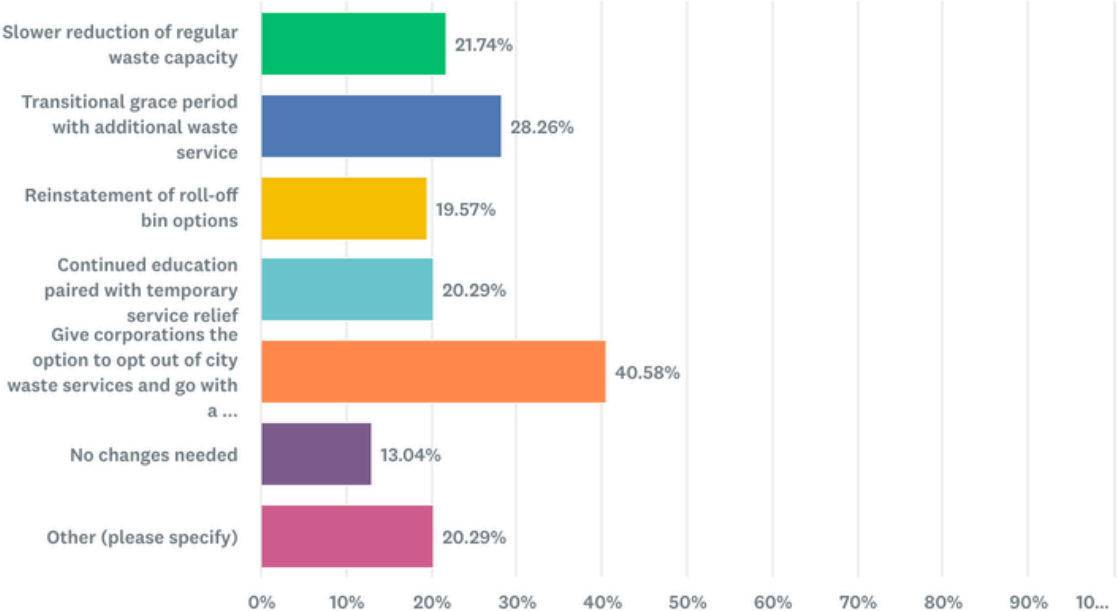
Do you believe the rollout timeline and capacity adjustments were appropriate?

Answered: 143 Skipped: 38



Which approach would best support condos during the transition? (Select up to two)

Answered: 138 Skipped: 43



Please share any examples or concerns you would like City Councillors to understand about how this rollout has affected your building:

“The rollout is based on 2x45L garbage bags, per unit, per week. However, Townhouse/Duplex style units are often occupied by more residents, 4-6 residents per household, with waste being higher in these properties. The solution from the City is for residents of Townhouse/Duplex properties to pay more for additional waste collection services, or to place additional waste at Eco Stations. The solution is placed back to the consumer, vs the municipality meeting the demands and requirements of their constituents. The City has failed to recognize and understand that each multi-home property is not the same as another, and condominiums cannot be lumped into one waste allocation category. The City needs to be taking accountability for this change they have implemented, as it can be effective if these issues are corrected. The goal is for the program to work, not partially work while creating new problems.”

“Our condo corporation is comprised of two separate buildings. One building has no room in the “debris room” for any additional bins. The other building would be able to accommodate an additional bin. There is no area on the exterior property where a bin could be placed. This means compliance would involve owners from one building taking their compostable over to the other building. Compliance would definitely be an issues for many.”

“The mini bins are not convenient.”

“Constant monitoring of the bins to prevent over filling, which prevents City waste pick ups. Also additional time and cost to request additional clean up and removal of garbage and items dumped/left around overflowing bins.”

“Under-estimation of the number of people in our area”

“Very negative. difficulty maintaining appearance of complex. increased costs.”

"No affect yet. Green bin rollout for condominiums is tokenism. Food scraps are an extremely small percentage of composting. Yard waste is the major component. Condominium contractors do not contribute to this. Therefore, the green bin program, in relation to mid-rise condominiums is mainly for the benefit of the city contractors hauling our food scraps away."

"Went from 2 waste pickups a week to one and every week overflowing bins and trips to ecostation being done by condo board members ."

"Illegal dumping, overflow of garbage into parking, no way to enforce resident compliance, additional cost for private garbage collection"

"We would need something to hand out to every new resident, there are always people moving in."

"Some tenants support the program, however, there are individuals that just ignore the requirements pertaining to waste selection for appropriate disposal."

"Waste disposal is not a place for expensive ideology. Just pick up the trash."

"The green bin rollout was announced 2 years ago and my building never saw or heard a thing. In this survey my neighborhood Wihkwêntôwin wasn't even included on the list of options."

"We are 197 townhouses that are on the lower end of the purchase price, that has many renters, young families, older people down sizing, and a lot of churn. We were "assessed" and provided capacity that would be insufficient for an apartment complex of the same size, where each unit produces way less garbage."

"Not listening to the concerns and figure it out that every complex has a challenge to what the city wants."

"In a condo environment residents do not feel personally responsible for garbage areas or outcomes - the expectation that removal of a large amount of regular waste capacity will force compliance with the city's new initiative is overly optimistic and unrealistic and places an undue burden on condo boards both financially and administratively."

"We have a lot of immigrants living within the building. They don't participate fully in regular recycling program."

"Increased cost to the Condo corporation and more garbage around the bins."

"People are leaving garbage on their front step for days and animals spread it. Garbage bins overflow on a regular basis and residents begin to pile bags in front of the bins. The City employees then are unable to get to the bins so we have to hire people to move the bags and then move them into the bins after pick up. The corporation installed a locking door handle on one of the garbage enclosures to prevent overflow and have had to hire someone to monitor the enclosure twice daily, have had to print signs regarding bin closure, have had to cut extra keys for board members. Initially a board member was monitoring the garbage, but resigned due to the extra work load and the stress. This new program is not working. Only one green bin is ever used and is never full, but we have 4 of them in one enclosure."

"It affected us negatively. We now have increased pests, terrible smells, and increased staffing to clean the bins daily."

"Many complexes have waste bins not visible from units and people take their garbage out on their way to their cars and have no way of knowing they are full and unfortunately just dumping them in front of the bins. at this property it often happens over a weekend when we cannot call for extra pickups and then have to bring in a 3rd party to do it as the city workers will not pickup if there is garbage in front of the bins. perhaps they could start helping out by picking up garbage left on the ground due to full bins. Another note: this property already does and pays for 2 roll off bin events every year."

"Garbage is spread everywhere around the bins, and some of these people do not understand English or how to do the garbage."

“City Councillors must understand that this rollout involved a direct breach of private property security. On October 15, City contractors entered our secured residential hallways without Board authorization, notice, or a provided key to deliver bins to individual unit doors. This unauthorized entry occurred while our proactive attempts to coordinate were being ignored by the Waste Support helpdesk. Of deep concern is the City’s subsequent reliance on Waste Bylaw 20363, Section 46(d) to justify this "utility-style" right of entry. We maintain that municipal bylaws do not supersede the Alberta Condominium Property Act or the Trespass to Premises Act regarding secured common property. The City’s legal stance is further undermined by a glaring internal inconsistency: while one officer asserted a unilateral right of entry on Nov 18, the Outreach department was simultaneously and repeatedly requesting that we sign a "key lending agreement" to facilitate door-to-door access. This proves the City is aware it lacks the legal authority to bypass building security at will. We have since reached a verbal agreement with a Waste Support Lead to "reset" the program in March 2026, but this was only possible after two months of unnecessary legal posturing by the City. We urge Council to ensure that Waste Services respects the governance of Condominium Boards and adheres to the same access protocols as any other third-party service provider.”

“Negative....bins not suitable due to weight of lids. Food waste bin not being utilized.”

“Remember that seniors are adults. Yes, some are slower due to age and health reasons. City need to provide one clear message not multiple confusing ones. We do not need pictures ("What goes where?") because most cannot figure out due to failing eyesight. Also provide a list (black print on white paper is cheap in a large font). Also post a list on your sights that are easy to get to (not buried).”

“There is no room available at our condo property for food scrap collection!”

“No space to place another bin.”

“The separation and collection of organic waste has not been implemented to date and is of great concern.”

“Recycle and regular garbage bin lids are very heavy and impossible to lift with one arm and toss garbage bag with other.”

“We did not get regular pickup at Christmas time and it was disaster. When management try to contact the city the department was closed and when he did talk the person was rude. We had to pay extra to clean up the area and there was no communication regarding the city not picking up. We pay for each unit just like a house pickup. I believe the city should treat us like a business and we can hire private garbage pickup.”

“We are on hold for some of renovations awaiting the implementation.”

“No direct contact;we know little or nothing of what is coming and that is an issue.That is a problem. Direct contact should be made with condo representatives to ensure that owners are aware of what to expect and can at least have an understanding about the bylaw mandated changes in this area. It is simply not good enough to come on site and tell us new boxes will be delivered and here are the expected requirements that you now mean to follow.I know folks are busy but from what I hear I am not looking forward to this project!”

“We live in a seniors building and it is a challenge for some residents to get to the correct garbage or recycle bins”

“Our recycle bin is full by mid week. We need the large rollout bin”

“Continued education is not making a difference and overflowing bins are attracting animals and making the neighbours angry”

“Garbage everywhere, I had watched the city trucks come in and not dump bins and I pay for garbage removal on my Epcor bill I am an owner and I cannot even put my garbage in my bin I want my own garbage bin.”

“I have multiple examples. I have multiple photos and the problem is when we’ve had the city of Edmonton come out and assess things the days that they happen to assess things. The bins weren’t as overflowing as they have been. It’s terribly hard to get a hold of anybody, but this has really affected our building in that we’ve had complaints from the community saying that we’re starting to look like a ghetto and I appreciate this is happening to everyone, but the city did not do their due diligence with education sending around 14-year-olds to teach people about garbage is not the best way to do this. They should also

have options for condo complexes to be able to opt out of this. We would do better off by getting our own big huge bin and fencing it in and paying a separate company for how much this is on top of the fact that I also pay for garbage removal on my Epcor bill and I pay it in my Condo fees, it's out of control."

"Physically/mobility challenged need consideration."

"We are constantly cleaning up around this area. Bins are too small and overflowing plus we are down one pick up day."

"I would like compost to be picked up weekly."

"The condo that are on this program are in a total mess attracting homeless going through the garbage, littering in the area. These condo units do not have the capacity nor the space to accommodate these requirements and the condo grounds look like a total mess."

"We have had a "recycling cage" which city waste employees accessed for pickup. It was made redundant with the bin that has two sides (regular waste & recyclables). The recycling cage now holds three green waste bins. The fourth green waste bin is all that is required for our building."

"We still would prefer door to door pickup the same as provided to our neighbours."

"Understanding the layout of the condo property before telling the condo corporation what they will get. In our case it was obvious the bins would not be an option so it took unnecessary time to get everything sorted out with the city before the start."

"There is no place to store or sort; homelessness is a concern and any collecting will cause greater issues; the set of bins that used to be at Superstore worked well for drop-off."

"We need bigger bins."

"The building has 145 units. Small bins will be overloaded and there is not enough room for the large number of small bins."

““Our Councillor does not care about this neighbourhood so we dealt directly with the City. All went well.”

“In multi-suite buildings there needs to be a "Social Committee" that provides feedback between owners/renters and The Board.”

“Have noticed many other town house groups have overflowing garbage bins since the change over.”

“Some seniors must walk further. The organic bin lid is difficult to open.”

“More cost and smelly.”

“They are not taking away our normal garbage and we have to call Supervisors all the time.”

“Currently we still get cardboard in the waste bins, garbage in the refundable bins and cardboard not flattened. There are approximately 55 % owners and balance are renters who don't seem to cooperate.”

“4 bins for 5 buildings.... not really logical.”

“Our building handled the rollout very well. All waste collection bins are inside and residents put their waste in the correct bins.”

“Excellent communication and staff very helpful.”

“We have no area in which to place a green bin safely in the community.”

“Owners don't like taking their compost waste to the communal bins.”

“Our building does not have the capacity to properly house additional bins. There is a huge lot in our alley that could have been transformed into a recycle centre for the neighbourhood.”

“Fix this.”



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