



# Throggs Neck

**Bronx (BX) – Consolidation TDS #063**

**Individual Waste Management Action Plan – 2023**



# 1. Preface

## 1.1 What is an Individual Waste Management Action Plan?

A clean and waste-free environment is critical to the health and safety of a community. As part of its efforts to improve residents' quality of life, NYCHA developed Individual Waste Management Action Plans (IWMAP) – a tool that provides a clear overview of waste management activities at each NYCHA development/consolidation and how these processes can be enhanced. The IWMAPs are an important aspect of NYCHA's broader efforts to improve how waste is collected, stored, and removed from developments, help prevent pests, and enhance the appearance of residents' homes, in accordance with NYCHA's 2019 agreement with the U.S. Department of Housing and Urban Development (HUD), which is further defined in the glossary on page 4.

For each development/consolidation, the IWMAPs aim to:

1. **Facilitate greater collaboration and communication among NYCHA staff.**
2. **Better collect and organize information related to waste management.**
3. **Foster greater understanding of local and Authority-wide challenges related to waste.**
4. **Create specific action plans to improve cleanliness.**

The IWMAPs contain a range of consolidation-specific data on waste verified through site visits, information from property management staff, and data from other NYCHA sources. While all properties face unique circumstances that contribute to waste management challenges, the IWMAPs address the specific issues facing each consolidation with short-, medium-, and long-term action items that will improve waste management practices.



QR Code for IWMAPv4

NYCHA's Waste Management Department staff will provide guidance and support to ensure that action items are carried out in a timely and efficient manner. Through the partnership facilitated by these IWMAPs, NYCHA aims to minimize pests and provide residents with a clean, safe place to live and an improved quality of life.

To access this fourth version of IWMAPs for all NYCHA developments/consolidations, visit <https://bit.ly/iwmapnycha>. Please contact the Waste Management Department with any questions, concerns, or comments, including any updates to the IWMAPs, at [waste.mgmt@nycha.nyc.gov](mailto:waste.mgmt@nycha.nyc.gov).

Looking for printable flyers for your development? Check out the Appendix or use your NYCHA email address to access: <https://bit.ly/wmdflyers>

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## 2. Glossary

### 2.1 NYCHA and Agency Terms

**CONSOLIDATION** - Name given to one or many developments that are managed by the same location or management office and assigned a unique 3-digit numeric ID in the Tenant Data System (TDS) (e.g., the Sumner Consolidation TDS# 073).

**DEVELOPMENT** - Individual properties assigned an individual development TDS number (e.g., 303 Vernon Ave TDS# 156).

**DSNY** - City of New York Department of Sanitation.

**NYCHA 2.0 WASTE MANAGEMENT PLAN** - NYCHA's comprehensive plan created in 2019 to make NYCHA buildings and grounds visibly clean and free of pests.

**PARAGRAPH 45** - Part of Exhibit B, Section D, Subsection v to the 2019 agreement between the U.S. Department of Housing and Urban Development (HUD), U.S. District Court for the Southern District of New York, and NYCHA pertaining to waste management through inspection, collection, and containerization, which states:

*Daily Inspections and Trash Collection*

*Within six months of the Effective Date [of the agreement], NYCHA shall, no less than once every 24 hours, inspect the grounds and commons areas of each building for cleaning and maintenance needs, including pests and trash, and correct such conditions. In particular, NYCHA shall ensure that trash on the grounds or common areas of each NYCHA building is collected and either removed from the premises or stored in a manner that prevents access from pests at least once every 24 hours.*

### 2.2 Waste Asset Terms

**BULK WASTE CONTAINER** - A 30-cubic yard bin, typically uncovered, used to hold non-recyclables such as furniture, wood, etc.

**COMPACTOR BAGS** – 40-pound bags of compacted trash cut from interior compactors.

**CONTAINERIZATION** - Storage of waste inside a wall-protected asset with a barrier that is pest resistant.

**EXTERIOR COMPACTOR** - Often referred to at NYCHA developments as an EZ-pack or RoRo (roll on, roll off); similar to an interior compactor, this machine compacts and containerizes waste into 30-cubic yard containers before removal by DSNY.

**EZ-PACK** - Another term used at NYCHA developments for an exterior compactor and its 30-cubic yard container. The term is also used by DSNY and NYCHA's Central Office to describe special 8-cubic yard containers for cardboard pickup.

**HOPPER DOORS** - Doors to trash chutes, which are usually one third the chute's area and usually take 13-gallon trash bags.

**INTERIOR COMPACTOR** - This machine at the base of a trash chute uses a ram to compress material and reduce its total volume; mostly located in the basement of developments.

**TRASH CHUTE** - A vertical shaft inside a building for transferring trash by gravity to the interior compactor at the bottom.



## 2.3 Waste Process Terms

**DROP-SITE** - Also known as secondary waste areas, these are designated areas where waste may be placed by residents for collection and disposal by staff. They may accommodate both trash and recycling bins. NYCHA Central Office also uses the term “staff drop-sites” or “staging areas” to describe areas where waste is temporarily placed by staff before being brought to the waste compound. This is not to be confused with curbside set-out locations for DSNY collection called Drop Spots.

**DSNY COLLECTION DAY** – The designated collection day by DSNY for refuse that is set out at designated set-out locations.

### **MATERIAL TYPES:**

- **WASTE** - All discarded material, including both refuse and recyclables.
- **RECYCLABLE** - All material that is separated and collected for recycling (see the 3.1 Waste Services section for a breakdown by recyclable type and what is available to collect it).
- **REFUSE** - All waste not diverted to recycling or bulk waste that is transported to landfills or incinerators; also known as trash, garbage, rubbish, or MSW (municipal solid waste).

### **NYCHA WASTE DISPOSAL TYPES:**

- **CURBSIDE** - Material is moved from building compactors and grounds within the development by staff to a secondary storage area until it is placed at set-out locations on sidewalks adjacent to or along the perimeter of the development for DSNY collection.
- **SHARED** - Material is moved (i.e., shared) from one development without containerized assets to another development that has an exterior compactor.
- **CONTAINERIZED** - Material is moved from building interior compactors and grounds within the development or from shared developments to a waste storage area that contains either an exterior compactor or a pest-resistant wall-protected asset.

**SET-OUT** - DSNY-designated locations for DSNY collection that are either curbside or within waste compounds; sometimes referred to as Drop Spot

**WASTE COMPOUND** - Centralized facility or area for containerized collection into exterior compactors, bulk waste containers, and bulk crushers with storage for recycling and storage. Some properties have up to six of these. Also called **waste yards**.

## 2.4 Recycling Terms

**BROWN (COMPOST) BIN** - A brown-colored, latched plastic bin supplied by DSNY specifically used to collect food waste for DSNY's composting program. Is placed curbside for DSNY collection on designated Recycling Days.

**CARDBOARD BALER** - A machine used to automatically compress and tie loose cardboard into bales as an alternative to manually breaking down boxes and tying or bagging them for curbside collection.

**CARDBOARD COMPACTOR** – An exterior compactor that has been designated by DSNY for paper and cardboard disposal only.

**CARDBOARD 8-YARDER EZ-PACK** – The term used by DSNY and Central Office to describe special 8-cubic yard containers for cardboard and paper pickup. Also see "EZ-Pack" under Waste Asset Terms.

**COMPOST** – Organic matter such as food waste or leaves that has been naturally decomposed into a nutrient-rich plant fertilizer.

**DSNY RECYCLING DAY** – The designated collection day by DSNY for recyclables that are set out at designated set-out locations.

**E-CYCLING** – The process of collecting and recycling electronics with circuit boards such as TVs and computers for usable materials, and to minimize contamination of the natural environment by properly disposing of the toxic chemicals and metals that are contained in the items. Collection is done through the manufacturer, a recycling location, or one of DSNY's special recycling programs.

**MATTRESS CONTAINER** – A locked shipping container serviced under a mattress recycling contract where staff at participating developments store mattresses and box springs to be hauled by a third party to be upcycled and recycled.

**RECYCLABLE** – See above in "Material Types." Common streams include **MGPC** (Metal Glass Plastic Cartons), **PC** (Paper Cardboard) of varying sizes, and **organics** (food waste, leaves, etc.).

**SMART (COMPOST) BIN** – An app-accessible bin used by the general public for drop-off organics as part of DSNY's city-wide composting program.

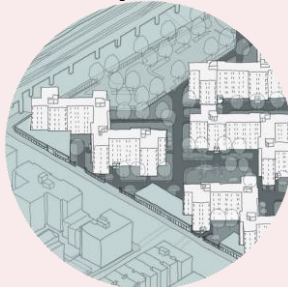
**TEXTILES** - Unwanted clothing, towels, blankets, curtains, shoes, handbags, belts, and other textiles and apparel that can be collected for re-use or recycling.

### 3. Overview

TDS #	Name	Stair Halls <sup>1</sup>	Square Footage <sup>1</sup>	Units <sup>1</sup>	Households <sup>1</sup>	Official Population <sup>1</sup>	Average Household <sup>2</sup>
193	Throggs Neck Addition	4	384,899	287	276	637	2.31
245	Randall Avenue-Balcom Avenue	3	230,000	252	233	257	1.1
063	Throggs Neck	64	1,430,081	1,185	1,140	2,477	2.17

#### Throggs Neck Development Types<sup>3</sup>

Dev TDS #193: Mid-rise in the park    Dev TDS #245: Low-rise in the park    Dev TDS #063: Low-rise in the park



#### Additional Buildings on Consolidation Premises<sup>4</sup>

Community Center	Yes	Child Daycare Center	Yes
Senior Citizen Center	Yes	Commercial Businesses	No
Community Farms or Gardens	Yes		

<sup>1</sup> Performance Tracking and Analytics Department. 2023. "NYCHA Development Data Book 2023." <<https://www.nyc.gov/assets/nycha/downloads/pdf/pdb2023.pdf>>

<sup>2</sup> Official Population / Households.

<sup>3</sup> Waste Management Department. 2023. Department description.

<sup>4</sup> Waste Management Department. 2023. Survey responses collected during Individual Waste Management Action Plan 2023 site visits.



## **Additional Background**

The Throggs Neck Consolidation consists of three developments located in the Throggs Neck neighborhood of The Bronx. The Throggs Neck Houses are bordered by Randall, Calhoun, Sampson and Balcom Avenues. This conventional development was part of a federal program and finished construction in 1953. Throggs Neck Houses consists of 29 buildings, three or seven stories tall, on a 32.83-acre site.

The Throggs Neck Addition is adjacent to the Throggs Neck Houses and borders Dewey, Balcom and Randall Avenues. This conventional development was part of a federal program and finished construction in 1971. The Addition consists of four buildings, 8 or 11-stories tall, on an 8.84-acre site.

The Randall Avenue-Balcom Avenue development is bordered by Randall, Balcom, Schley and Buttrick Avenues. This turnkey development was part of a federal program that finished construction in 1978. The development consists of three buildings that are six stories tall and designated for seniors exclusively.

## 4. Waste Services and Assets

### 4.1 Waste Services

Caretakers are responsible for transporting waste from internal compactor rooms and secondary collection sites to exterior compactors, onsite or elsewhere, except for about 11% of consolidations where pickup is curbside. ***If exterior compactors are full or down, supervisors should coordinate to bring waste to another consolidation.***

Bulk waste is also transported from where residents deposit it to waste compounds (which house one or more 30-yard bulk containers), which is then picked up by a private carter.

Recyclables are typically collected in receptacles or picked up during grounds inspections. The recyclables are then transported to a designated compound and set out for pickup by DSNY.

A waste flow chart is attached in [Appendix I](#) to illustrate these waste service methods.

#### **Development-Specific Waste Services via DSNY<sup>4</sup>**

Development	Waste Pick Up Type	Waste Pick Up Days
Throggs Neck Addition	Containerized (Exterior Compactor)	DSNY called when compactors are full
Randall Avenue-Balcom Avenue	Containerized (Exterior Compactor)	DSNY called when compactors are full
Throggs Neck	Containerized (Exterior Compactor)	DSNY called when compactors are full

For DSNY Curbside service days, please use: <https://bit.ly/dsnypickup>

#### **Consolidation-Wide Waste and Sustainability Services**

Service	Throggs Neck
Bulk Waste Pick-up Frequency <sup>4</sup>	Three days per week
Bulk Tickets <sup>4</sup>	25, to be used with a vendor
Recycling: Metal, Glass, Plastic, and Waxed Carton (MGPC) <sup>5</sup>	Compound Pickup on Thursday via DSNY
Recycling: Paper, Loose Cardboard (PC) <sup>6,7</sup>	Same as MGPC
Recycling: Mattresses <sup>8</sup>	Mattress container picked up via vendor

- **E-Waste** pickup occurs in Staten Island, Polo Grounds Towers, Baisley Park, and Pomonok.
- **Yard waste**, such as leaves and grass, is set out separately for DSNY pickup in Brooklyn and Queens starting in 2023. Bronx and Staten Island pickup will begin in March 2024. Manhattan pickup will begin in October 2024.
- **For composting**, use DSNY Smart Bins or nearby drop-off sites: <https://bit.ly/nychasmartbin>

<sup>5</sup> Waste Management Department. 2023. "WMD Clean Curbs Locations."

<sup>6</sup> Waste Management Department. 2023. "Cardboard\_compactor\_flyer 7-31-23 updated."

<sup>7</sup> Waste Management Department. 2023. "8 Yarder 2023 Analysis."

<sup>8</sup> Waste Management Department. 2023. "WM Master - Programs."

## 4.2 Waste Asset Map

**Waste Assets** including compactors, containers, and other equipment are grouped into areas called **Waste Compounds**, which are numbered for location and sometimes referred to as **Waste Yards**. Throggs Neck contains 4 Waste Compounds. See the map below for waste asset locations and the following page for the asset counts.<sup>9</sup>



<sup>9</sup> Waste Management Department. 2023. "Waste Management Data Collection Map." (ArcGIS Field Maps entries collected during Individual Waste Management Action Plan 2023 site visits.)



### 4.3 Waste Assets

Development	Waste Compounds <sup>9</sup>	Hopper Doors <sup>10</sup>	Interior Compactors <sup>4,11</sup>	Exterior Compactors <sup>9</sup>	Bulk Containers <sup>9</sup>	Recycling Bins <sup>9</sup>
<b>TOTAL</b>	<b>4</b>	<b>319</b>	<b>75</b>	<b>6</b>	<b>3</b>	<b>20</b>
<b>Throggs Neck Addition</b>	0	37	3	0	0	4
<b>Randall Avenue-Balcom Avenue</b>	2	18	1	1	3	3
<b>Throggs Neck</b>	2	264	71	5	0	13

**For recycling assets,** Throggs Neck has a total of 0 cardboard baler(s), 1 mattress container(s), and 0 eight-cubic yard cardboard container(s).<sup>9</sup> Interior compactors were last replaced in 2003 and exterior compactors were last replaced in 2021.<sup>11</sup>

Work Order History Trend <sup>12</sup>			
	Interior	Exterior	Total
<b>2021</b>	162	9	171
<b>2022</b>	120	3	123
<b>2023</b> (Jan 1 – June 30)	80	5	85

The **performance tracking data dashboard** offers a real-time summary and graphical view of several key performance indicators (KPI) such as monthly work order (WO) count and average days to close a WO. **The dashboard should be checked every 1-2 weeks for the latest performance data on each development.**

The dashboard can be accessed on NYCHA computers or VDI/Remote Desktop via the following link: <http://biprd.nycha.nyc.gov/analytics/saw.dll?dashboard>. See **Section 7** for instructions on how to submit a WO. The Work Order History Trend table was generated from this dashboard.

<sup>10</sup> Waste Management Department. 2022. "WMD 2022 Hopper Door Inspection Data."

<sup>11</sup> Waste Management Department. 2023. "Compactor Bulk Crushers History."

<sup>12</sup> Waste Management Department. 2023. Maximo Interior Compactor Work Orders.

## 4.4 Consolidation Vehicle Assets

The below images are examples of the types of vehicles consolidations have. Exact years, makes, and models vary. **Only the number of vehicles that were active, operational, and able to be used at the time of the Waste Management Department's site visits are shown here.** The number of vehicles that were awaiting repair on site, away for repair, or condemned was collected, but that number is not included in the below count since those vehicles were not able to be used by staff at the time of the visit. Some consolidations also reported that vehicles have been stolen and not yet replaced.<sup>4</sup>

### 3 Truck(s)

Transport waste, recyclables, etc.



### 1 Skid Steer(s)

Manipulate waste receptacles



### 2 Tractor(s)

Collect debris on grounds



### 1 Sweeper(s)

Simplifies routine cleaning



### 2 Toolcat(s)

Light transport and snow removal



### 0 Gator(s)

Multipurpose removal



### 0 Electric Vehicle(s)

## 5. Estimated Waste Volumes

Quantifying how much material is generated at each consolidation helps determine how well assets and services meet current needs, and what additional elements are necessary to operate as efficiently as possible. Throggs Neck has 6 thirty-cubic yard exterior compactor(s) that, on average, contained 7.25 tons of refuse per container at the time of collection during the year 2022. DSNY prefers compactors to contain between 7 to 12 tons at collection time since higher weight is more efficient. DSNY collects both refuse and recyclables.

<b>Projected Daily Material Volumes</b>	<b>Throggs Neck Addition</b>	<b>Randall Avenue-Balcom Avenue</b>	<b>Throggs Neck</b>		<b>Consolidation Total</b>
<b>All Waste (Refuse and Recyclables) Generated (tons/day)<sup>13</sup></b>	0.96	0.39	3.72		5.07
<b><i>Projected Containerized Refuse per Day</i></b>					
<b>Refuse (tons/day)<sup>14</sup></b>	0.25	0.1	0.97		1.32
<b>Daily PPR (pounds per official resident)<sup>15</sup></b>	3.00	3.00	3.00		3.00
<b>Compactor Output (sausage bags/day)<sup>4</sup></b>	240	3	30		273
<b><i>Projected Separated Recyclables per Week<sup>16</sup></i></b>					
<b>Metal, Glass, Plastic, Cartons (44-gal. bags/wk)<sup>17</sup></b>	210	86	812		1,108
<b>Cardboard (bales/wk)<sup>18</sup></b>	22	9	84		115
<b>Paper (44-gal. bags/wk)<sup>19</sup></b>	110	45	426		581

<sup>13</sup> (Official Population \* 3 Daily PPR) / 2,000 pounds per ton, rounded to second decimal.

<sup>14</sup> All Waste Generated \* 0.26 the approx. share of waste that is only refuse, rounded to second decimal.

<sup>15</sup> ((142,365 tons of refuse per all NYCHA residents during July 2016 to June 2017 according to the Department of Sanitation / 330,118 total NYCHA PTAD 2023 official population) / 365 days per year) \* 2,000 pounds per ton, rounded up to whole pound. Tons of refuse from: Department of Sanitation. 2017. "2017 NYC Residential, School, and NYCHA Waste Characterization Study." <<https://dsny.cityofnewyork.us/wp-content/uploads/2018/04/2017-Waste-Characterization-Study.pdf>>

<sup>16</sup> Organics (food scraps and yard waste such as leaves), textiles, and e-waste should be separated and recycled through specialized programs.

<sup>17</sup> ((All Waste Generated \* 0.19 the approx. share that is MGPC \* 2,000 pounds per ton) / 12.2 pounds per bag) \* 7 days per week, rounded up to whole bag.

<sup>18</sup> ((All Waste Generated \* 0.07 the approx. share that is cardboard \* 2,000 pounds per ton) / 43.52 pounds per bale) \* 7 days per week, rounded up to whole bale.

<sup>19</sup> ((All Waste Generated \* 0.07 the approx. share that is paper \* 2,000 pounds per ton) / 8.56 pounds per bag) \* 7 days per week, rounded up to whole bag.



## 6. Capital Improvements

Please email [waste.mgmt@nycha.nyc.gov](mailto:waste.mgmt@nycha.nyc.gov) to ask if your site is in the capital projects pipeline and learn about alternative options to fund or recondition your compactors.

NYCHA's Asset & Capital Management (A&CM) team is working on four key improvements (see below). The Waste Management Department and others are also working with developments on other upgrades and initiatives.

Improvement	Throggs Neck
<b>Interior Compactor Replacement</b>	These machines have a 15-year service life and are being evaluated then replaced with capital funding and other initiatives.
<b>Exterior Compactor Replacement</b>	Reliant on hydraulic hosing with a service life of a decade, this containerization solution may be replaced individually or as part of a waste yard redesign.
<b>Waste Yard Redesign</b>	For more effective space utilization and/or to add auger compactors that are electric without hydraulics reliance (and are single stream, combining waste with bulk), these compound upgrades are wall-to-wall, including maintenance amenities and exterior compactor replacements where applicable.
<b>Mechanized Collection</b>	For sites that lack space and implementation of exterior compactor containerization, a truck with crane-loading arm pulls a pest-proof container onto the vehicle.
<b>Trash Hoist Elevator</b>	A system for transporting compactor bags to ground level for developments which lack ramp access.

Please examine Waste Asset Catalog for PPE, compactor, and recycling tools or supplies here: [bit.ly/wasteassetcatalog](https://bit.ly/wasteassetcatalog)

## 7. How to Submit a Work Order

If assistance from the Waste Management Department is needed, please follow steps below before creating vendor work.

Please create a **parent work order** from the listed work order according to the following instructions:

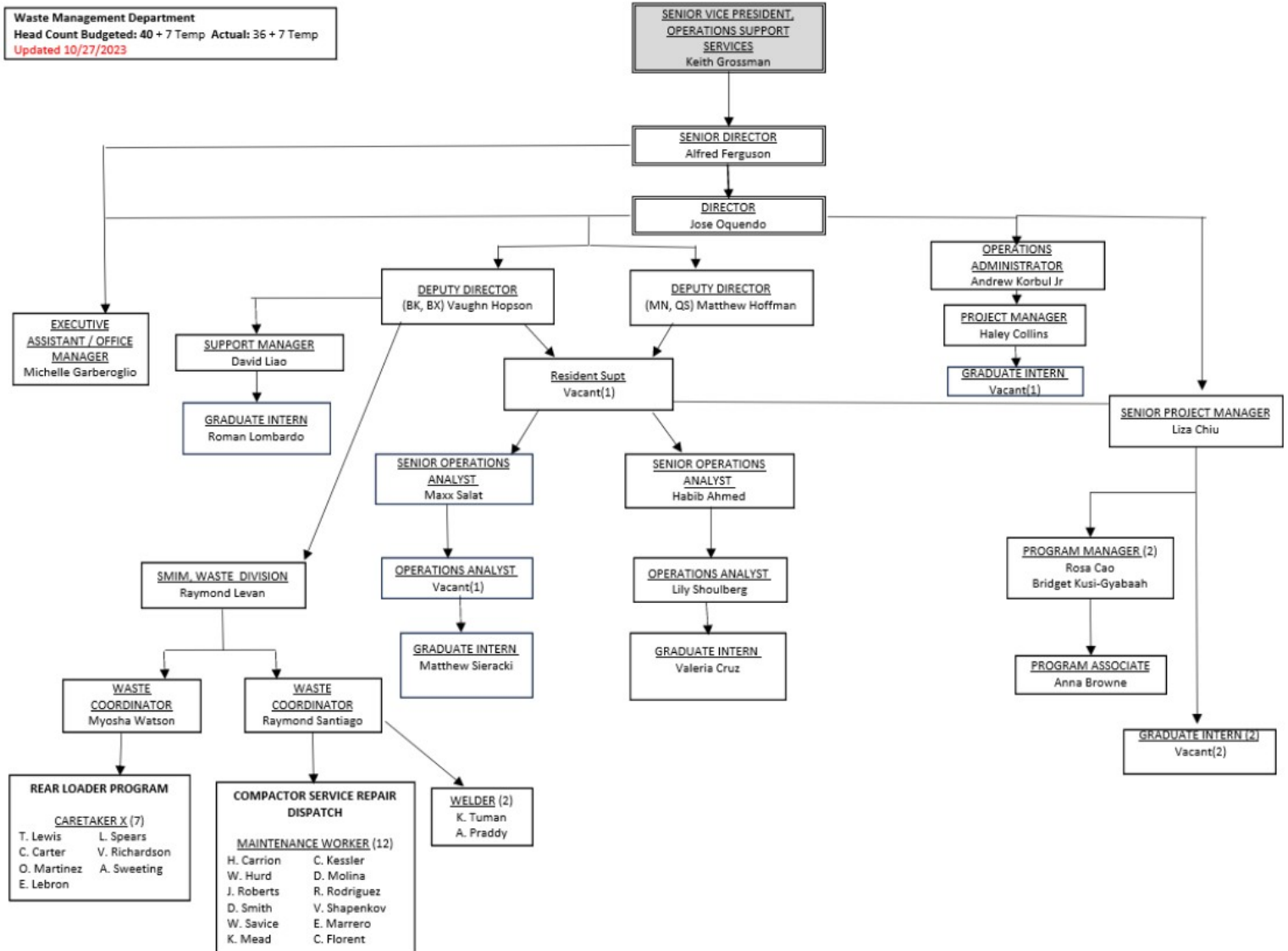
- Create work order with Failure class:
  - "COMPACTOR" for interior compactor, or
  - "EXTERIORCOMPACTOR" for exterior compactor. **Create one WO for each exterior if needed.**
- Choose appropriate problem code.
- Enter details in notes. **List the compactor number if it is an exterior compactor.**
- Choose "MAINT" as craft.
- Select "TSDWASTE" as ownership group.

This will ensure your work order gets a prompt response from Waste Management in Maximo software queue.

## 8. Staffing

### 8.1 Staffing Structure of Waste Management Department

Current as of October 2023, subject to change.



## 8.2 Budgeted Consolidation Staff

At the consolidation level, caretakers, as well as supervisors of caretakers (SOC) and supervisors of groundskeepers (SOG), are responsible for waste management. For sites with no SOG, caretakers of the grounds may report to the SOC or other site supervisors.

### Throggs Neck has a budget for 39 total caretakers.<sup>20</sup>

The duties of specific caretaker titles are outlined below:

- **CARETAKER X:** Authorized to drive vehicles necessary for large-scale movement of waste, such as skid-steer loaders used to manipulate 30-yard containers and trucks. These caretakers may also conduct a range of duties otherwise assigned to caretakers in the G or J titles.
- **CARETAKER G:** Primarily responsible for groundskeeping tasks, such as cutting lawns, trimming trees and hedges, grounds monitoring, and tending to beds.
- **CARETAKER J:** Conduct a range of janitorial tasks, including removing garbage from compactor rooms, servicing equipment such as compactors, and cleaning indoor and outdoor spaces of debris. These caretakers may also conduct groundskeeping work, including cutting lawns and trimming hedges.
- **CARETAKER I:** Receives, records, transports, counts, secures, and audits maintenance storeroom inventory.

The internal NYCHA directory which lists staff by phone number and position for each consolidation can be accessed from any desktop workstation from the homepage or by typing in <http://phonedirectory/> then searching by **location**. Please note that there is often a delay in updating the status of new staff.

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<sup>20</sup> Waste Management Department. 2023. Total from 2023 Pay Period 16.



## 9. Findings

A site visit was conducted on Tuesday, August 1, 2023 by the Waste Management Department (WMD).

### 9.1 Visit Summary

WMD's Senior Operations Analyst Habib Ahmed and Graduate Intern Valeria Cruz interviewed consolidation staff of various ranks to gather updated data and feedback for this report.

Throggs Neck anticipates the establishment of a community farm later this year. Illegal dumping, while not severe, is an ongoing issue along Sampson Avenue, primarily caused by neighboring residents. Staff dedicates an hour weekly cleaning up this illegal dumping. Improper disposal is prevalent at all building main entrances, especially at Buildings 21, 28, 31, and 33. Daily efforts are undertaken by the staff to manage this issue.

Window littering is a daily occurrence across all buildings. The consolidation spends approximately \$10,000 monthly on vendors to clean areas behind contractor fencing, with the vendor visiting the site twice a month. The team perceives a need for additional grounds staff, given that only four Caretaker Gs are responsible for 52 acres of land. Waste poachers and dumpster divers are encountered daily, creating double the work for caretakers. Staff also mentions dog waste as a major waste issue, primarily due to a lack of proper use of dog waste stations.

Thank you to Property Maintenance Supervisor Damen Smith, Supervisor of Grounds Felix Colon, and Supervisor of Grounds Jason McNair for the valuable insight and feedback.

### 9.2 Action Items

Using interview responses from the consolidation staff, these suggested action items have been determined for both consolidation and WMD staff to work on. These action items are subject to change.

#### **Items for Consolidation Staff**

##### Short-Term (Less than six months)

- ☐ Keep the waste compounds lock if not in use to avoid dumpster divers from scavenging through the bulk container.
- ☐ Coordinate pickups from staging areas more frequently to mitigate poachers rummaging through bags.
- ☐ Increase policing of grounds to prevent window littering build up.
- ☐ Conduct repeated checks for improper disposal.

##### Medium-Term (Six months to a year)

- ☐ Consider two-yard container program to mitigate improper disposal.

##### Long-Term (More than a year)

- ☐ Work with DSNY and WMD to deter illegal dumping.

#### **Items for WMD Staff**

##### Short-Term (Less than six months)

- ☐ Provide the consolidation with the Waste Asset Catalog for information regarding purchasing waste receptacles to mitigate improper disposal.
- ☐ Provide instructions to consolidation regarding reporting illegal dumping to DSNY.
- ☐ Provide consolidation with signage regarding anti-window littering and improper disposal.

##### Medium-Term (Six months to a year)

- ☐ Provide ordering information for two-yard containers.

##### Long-Term (More than a year)

- ☐ Work with the consolidation and DSNY to deter illegal dumping.
- ☐ Work with Asset & Capital Management and the consolidation to ensure contractors clean behind fencing.

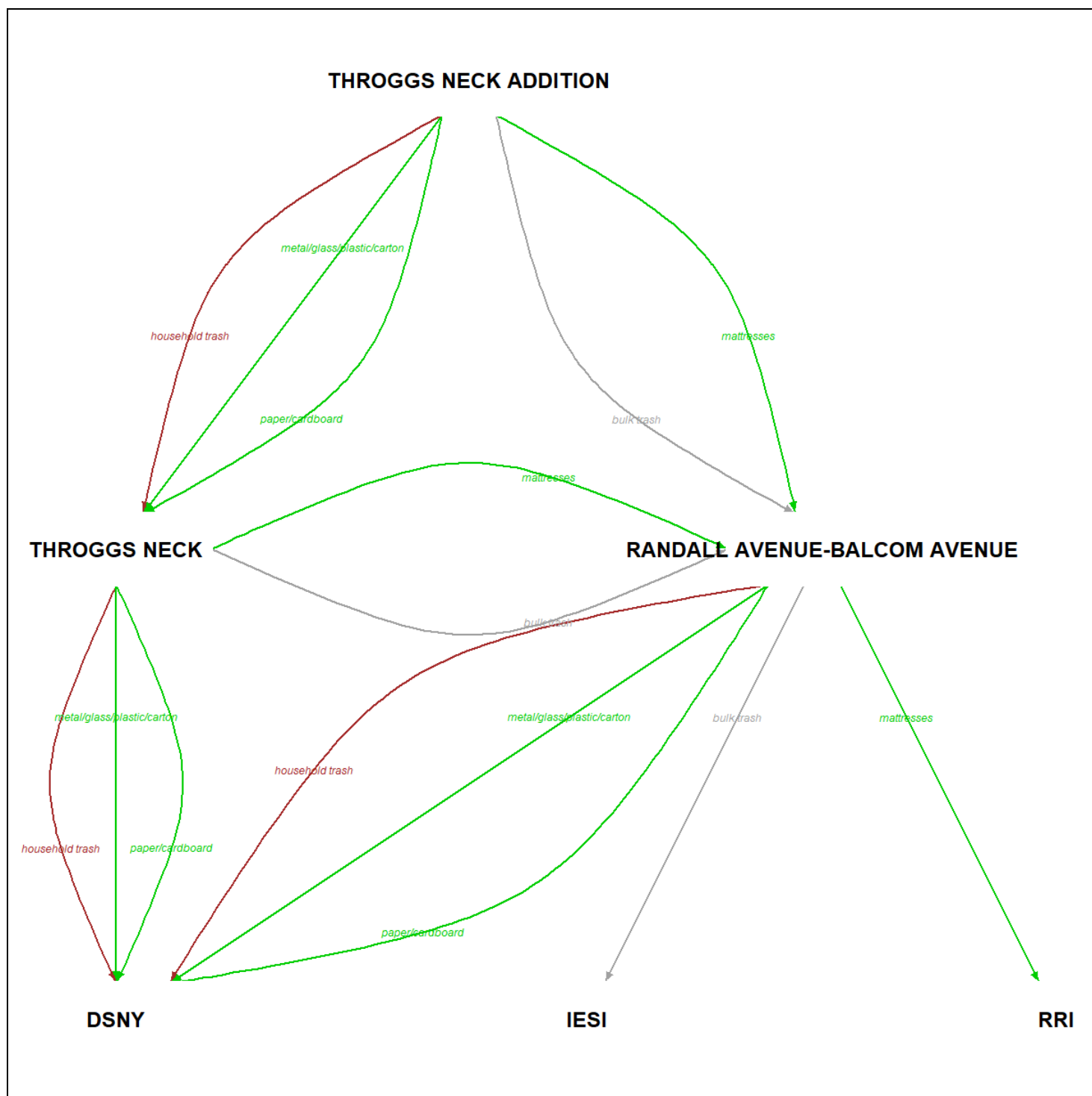
### 9.3 Waste Removal Practices

- If you need an increase in monthly Bulk Tickets, please request from WMD. In case of a temporary or emergency addition, please reach out to Borough Office who should also receive excess tickets.
- For Illegal Dumping, please order our large sign in Oracle. (HA #1321931675)
- After DSNY CFC removal, a Certificate of Worthless Property and Freon Removal Log must be filed onsite for all air conditioners and refrigerators to be disposed.
- Please contact WMD at [waste.mgmt@nycha.nyc.gov](mailto:waste.mgmt@nycha.nyc.gov) for special pickup of excess refrigerators, stoves, and bulk metal. (Stoves also need a Certificate of Worthless Property)
- Submit a Clean Compounds form daily to confirm Paragraph 45 Compliance and compound cleanliness at [bit.ly/cleancompounds](https://bit.ly/cleancompounds).
- Refer to Appendix II for General Recycling Procedure and specific Program guidelines.

Please examine Waste Asset Catalog for PPE, compactor, and recycling tools or supplies here:  
[bit.ly/wasteassetcatalog](https://bit.ly/wasteassetcatalog)

## 10. Appendices

### Appendix I – Waste Flow



\* The primary method of collection is via trash chute.

\*\* The secondary method of collection is anywhere other than a trash chute.

This information was collected from survey responses collected during Individual Waste Management Action Plan 2023 site visits.

### **General Recycling Procedure**

**Recycling is the law.** NYCHA is committed to making recycling an effective tool to maintain a cleaner and greener developments. The following procedures are critical to success. We rely on your timely communication to resolve issues that impact proper recycling. If issues arise that cannot be managed at a Property Manager level, please contact your Neighborhood Administrator.

#### **CARETAKER ROLES TO SUPPORT PROPER RECYCLING**

1. **Keep chutes clean.** Clean hopper doors and handles during daily rounds (See: Standard Procedure, Janitorial Operations **060:67:1, Section VII, F “Hopper Doors and Pans”**).
2. **Keep entrances clean.** Clean refuse bin lids/handles and empty bins during daily rounds.
3. **Promote resident education.** Direct residents to the management office for additional recycling resources.
  - a. Work with Resident Participation & Civic Engagement to coordinate with Tenant Associations in resident outreach and education.
  - b. Use appropriate signage to direct proper disposal of waste streams.
4. **Promote proper disposal.** Post signage and decals (<https://sforce.co/3DEjS6v>) directing residents and staff to dispose of all waste in the proper method at various storage areas.
  - a. Trash
    - i. Post Compactor Trash Chute Sign (**Form 060.199**) above trash chute doors. For more decals, use <https://bit.ly/hopperdecals> to print with Services or vendor
    - ii. Ensure that trash bins are located beside recycling bins.
  - b. Recycling
    - i. Label recycling bins with proper blue (MGPC - Metals Glass Plastic Cartons) and green (PC - Paper Cardboard) decals.
    - ii. Post recycling signage in recycling areas.
    - iii. Always line recycling bins with clear recycling bags (**HA# 0912999928**).
  - c. Programs
    - i. Post flyers about program participation for residents in management offices, in the mail area, and by the ground floor elevator banks for each building.
    - ii. Post flyers about program procedures for staff in management offices and designated storage areas.
5. **Help DSNY collect recycling.** Ensure that all recycling is properly bagged or bundled according to procedure for easier collection.
  - a. Ensure that all recycling is collected in clear recycling bags (**HA# 0912999928**).
  - b. Dispose contaminated bags of recycling as waste.
  - c. Store waste and recyclables in your designated storage areas in separate piles of each stream, with no comingling, in preparation for DSNY collection.
  - d. Post recycling collection schedules and contact information where staff can reference.
  - e. Ensure recycling inside your gated area is ready for collection the DAY BEFORE Recycling Day, and that DSNY has a 999 key for access. Sites following DSNY Clean Curbs rules should set out recycling curbside from 5am on the DAY OF collection.
  - f. For missed pickups, the supervisor will call the DSNY district garage for each respective district. If no response, email [nrecycles@dsny.nyc.gov](mailto:nrecycles@dsny.nyc.gov), cc [waste.mgmt@nycha.nyc.gov](mailto:waste.mgmt@nycha.nyc.gov).
    - i. Community Board Districts can be found at: <http://nyc.gov/dsny>.


## Recycling Assets & Programs

*For additional program information, specific program procedures, or if you are interested in implementing the following programs at your Development, reach out to the Waste Management Department at [waste.mgmt@nycha.nyc.gov](mailto:waste.mgmt@nycha.nyc.gov).*

Cardboard Balers	Mechanical balers help Caretakers bale cardboard with a machine. Bales are created at a size acceptable by DSNY standards (not more than 18" high). Bales are set out with regular recycling, and collected by DSNY on scheduled Recycling Days.
Cardboard Compactors	Underutilized exterior compactors at Host Sites are dedicated for paper and cardboard only. Transfer Sites deliver cardboard to neighboring Host Sites. Once compactors are close to full, staff notify DSNY to coordinate service.
Cardboard EZ-Pack (8cy Containers)	Cardboard is collected by staff and deposited in designated 8cy EZ-pack containers. They receive scheduled service, or staff notify DSNY to coordinate service when containers are full.
E-cycling	Electronics are collected from designated drop sites or management office and stored in bins or rooms at a secure location. Once a minimum of items is collected, staff notify DSNY ecycleNYC to coordinate a pickup.
Mattress Recycling	Wrapped mattresses and box springs are collected from drop sites and stored in mattress containers at Host Sites. Transfer Sites deliver mattresses and box springs to containers at Host Sites. Once a minimum of items is collected, staff notify mattress vendors to coordinate a pickup.
Organics (NYCHA Farms)	Farms located on NYCHA property that are maintained by volunteers. Residents can drop off food scraps onsite to be turned into compost.
Organics (Brown Bins)	DSNY-distributed brown bins are stored at designated locations for residents to drop off food waste. Staff are to set out bins alongside regular recycling, and serviced by DSNY on scheduled Recycling Days. Bins need to be brought back to designated storage areas after service.
Organics (Smart Bins)	DSNY-installed smart bins are located on NYCHA perimeters for the general public to drop off food waste through a self-enrolled program. They are serviced 6 days a week by DSNY. Caretakers should monitor the areas around smart bins for cleanliness.
PaintCare	Old, unused, and empty cans of paint are collected by staff in designated areas. Once a minimum is reached, staff notify PaintCare to pickup.
Recycle First	A program that trains caretakers to prioritize recycling as a waste management mindset. Caretakers are to police grounds for recyclables with clear bags, re-line all exterior receptacles with clear bags, address cardboard and all recyclables per procedure, store and set out recyclables in separate streams with no comingling, and submit weekly data to monitor compliance.
White Goods aka Appliances	White goods and CFC-containing household items need to be set out at designated recycling locations to have CFC removed via DSNY appointment. Dependent on volume, they are left at designated set-out locations for pickup by DSNY or WMD.



# WASTE MANAGEMENT DEPARTMENT REFERENCE SHEET

24-02 49th AVENUE 4-406 LONG ISLAND CITY, NY 11101			<div>OPS WASTE MS TEAMS CHANNEL</div> <div>UPDATES, GUIDES, FORMS, AND FLYERS</div> <div>HTTPS://BIT.LY/WMDTEAMS</div> <div></div>
Waste.Mgmt@nycha.nyc.gov 718.707.5223			
Senior Operations Analyst	OPERATIONS ANALYST BY BOROUGH		
Habib Ahmed 929.246.3831	Brooklyn/Bronx:	Maxx Salat 646.941.0634	
	Manhattan Queens/SI:	Lily Shoulberg 917.734.3859	
VIEW OUR ORG CHART HERE: https://bit.ly/wmdorgchart			IWMAPv3 REPORTS: https://bit.ly/iwmapv3
VIEW OUR WASTE, RECYCLING, AND SUSTAINABILITY INITIATIVES HERE: https://bit.ly/wmdinit			

## COMPACTOR WORK

- Always set Compactor WOs in Maximo to **TSDWaste** Owner Group once created with **ONE PER UNIT**.
- If you **do** know what the issue is, include a brief description in the **Notes**, including **outdoor location**.

## KEY DEFINITIONS

TERM	DEFINITION
Consolidation	One or more developments organized under a Property Manager and one maintenance staff
Staging Site	Temporary spot where waste is collected by end of the day for a waste compound or setout
Waste Compound	Any area in consolidation that has a waste asset (compactor/container) AND/OR material storage area
Illegal Dumping	Disposal over 1 cubic yard (about a 30 gallon bag) subject to a fine; See Page 2 (Improper disposal is under)

## RESOURCES

Type of Info	AGENCY	PURPOSE	LINK
SCORECARD or WAMMA Reports	Federal Monitor/HUD	Development Inspections	<a href="https://bit.ly/nychascorecard">https://bit.ly/nychascorecard</a>
Compliance Advisory & SPs	Compliance & COO	SP & Directives for Waste	<a href="https://bit.ly/wmdadvisory">https://bit.ly/wmdadvisory</a>
Certificate of Worthless Property (PDF)	NYCHA Internal	Certify for Disposal	<a href="https://bit.ly/CertWorthless">https://bit.ly/CertWorthless</a>
IWMAPv3 Reports (Public Website)	NYCHA WMD	Consolidation Waste Snapshot	<a href="https://bit.ly/iwmap3">https://bit.ly/iwmap3</a>

## QR CODE LINKS

WASTE ASSET CATALOG <a href="https://bit.ly/wasteassetcatalog">https://bit.ly/wasteassetcatalog</a>	RECYCLE FIRST FORM <a href="https://bit.ly/recyclefirst">https://bit.ly/recyclefirst</a>	REFRIGERANT REMOVAL LOG <a href="https://bit.ly/freonlog">https://bit.ly/freonlog</a>	CLEAN COMPOUNDS <a href="https://bit.ly/cleancompounds">https://bit.ly/cleancompounds</a>
			

Type/bookmark **Yellow URLs** if QR codes don't scan (and create an IT ticket to remove any mobile blocks of QR codes).



# USEFUL CONTACTS



## PEST MANAGEMENT & CONTROL

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For WOs, specify RATS or ROACHES in Problem Class

For escalation or questions, email [pestcontrol@nycha.nyc.gov](mailto:pestcontrol@nycha.nyc.gov)

## OTHER DEPARTMENTS & RESOURCES

---

**IT Service Now Ticket:** <https://bit.ly/nychait>

**IT Hotline:** Dial 212 306 7000 then extension below

Software/Password	1	Maximo	3	Printers	4	Desktop	4 then 3	Phone	5
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**HR Phone:** 212.306.8000 **HR Website:** [connect/HR](#) (only available from local desktop)

**Fleet Services Request Form:** <https://bit.ly/fleetform>

**PRINT SHOP SERVICES** (23 Ash Street): 646.994.4555 (also available in **Movaris**)

**Material Safety Data Sheets:** <https://nycha.online-msds.com/>

## DSNY

---

**CFC Removal Appointment:** <https://on.nyc.gov/3x6YEtV>

**For units with R600A refrigerants, please contact the manufacturer or Waste Management for disposal.**

**ALL FRIDGES AND AC REMOVALS MUST BE RECORDED IN NYCHA LOG:** <https://bit.ly/freonlog>

**Sticker Decal and Flyer Ordering (FREE):** <https://sforce.co/3DEjS6v>

For missing pickups and free DSNY recycling caretaker training, contact [waste.mgmt@nycha.nyc.gov](mailto:waste.mgmt@nycha.nyc.gov)

**Local Sanitation Garages:** <https://bit.ly/dsnygarages> (DSNY District # is same as NYC Community Board #)

**If you have more white goods (incl. stoves and large appliances) than DSNY will take, please contact Waste Management at [waste.mgmt@nycha.nyc.gov](mailto:waste.mgmt@nycha.nyc.gov)**

### **ILLEGAL DUMPING:**

Affidavit Form (for individual reward): <https://bit.ly/idaform>

Info about Steps & Anonymous Reporting: <https://on.nyc.gov/3Q3FjQP>

**To expedite any illegal dumping issues, please e-mail [waste.mgmt@nycha.nyc.gov](mailto:waste.mgmt@nycha.nyc.gov) any photos or details**

**For any chronic waste issues in contractor fencing at your consolidation, please contact us with any details and/or photos at [waste.mgmt@nycha.nyc.gov](mailto:waste.mgmt@nycha.nyc.gov)**

## Appendix IV – Printable Flyers

**When Printing, please remember to set Print Page range to the numbers below.**

10.4.1 WHAT TO RECYCLE _____	24
10.4.2 TRASH DISPOSAL _____	26
10.4.3 TRASH CHUTE DECAL _____	27
10.4.4 WINDOW LITTERING FLYERS _____	28
10.4.4.1 PEST VERSION (SPANISH, TRAD. CHINESE, SIMPL. CHINESE, RUSSIAN) _____	28
10.4.4.2 SETOUT VERSION (SPANISH, TRAD. CHINESE, SIMPL. CHINESE, RUSSIAN) _____	32
10.4.5 CAMPAIGN FOR A CLEAN NYCHA _____	36
10.4.6 WASTE ASSET CATALOG QR CODE _____	42
10.4.7 IDEAS42 FLYERS TAILORED FOR THIS CONSOLIDATION _____	43

### Notes:

- If you would like the sticker decal version of the Trash Chute Decal (10.4.3) with adhesive, please use Print Shop Services, a NYCHA approved vendor, or Staples.
- Ideas42 flyers for satellite developments and all other flyers are also available at: <https://bit.ly/wmdflyers>
- Order free adhesive decal versions of DSNY flyers at: <https://sforce.co/3DEjS6v>



# What To Recycle

## Mixed Paper

Staples and window envelopes OK.



## Cardboard

Flatten and bundle or bag cardboard boxes.



**No** hardcover books; waxed, soiled, or soft paper

nyc.gov/sanitation | call 311 | [f](#) [t](#) [@](#) NYCsanitation



**sanitation**

00004: DECAL GREEN 12 X 9 00-17

# What To Recycle

## Metal



## Rigid Plastic



## Glass

bottles & jars only



## Cartons



Empty and rinse before recycling. Caps and lids OK.

**No** batteries, plastic bags, squeeze tubes & pouches, or plastic foam

nyc.gov/sanitation | call 311 | [f](#) [t](#) [@](#) NYCsanitation



**sanitation**

00005: DECAL BLUE 12 X 9 00-17

# Help Us Keep NYCHA Clean!



## Dear Residents:

NYCHA Property Management and the Resident Association are working together to improve the cleanliness of the development. You can help!

## Dispose of trash and food scraps properly every day:

- Use a small plastic shopping bag to hold trash and food scraps.
- Dispose of trash and food scraps down the trash chute every night.
- Remember, large bags do not fit down the chute!
- If you have a cat, please make sure to dispose of the kitty litter by using the trash chute.
- Do not throw trash out the windows or anywhere on the grounds.
- Frequent and proper disposal of trash also helps prevent common pests, such as rodents, mice, cockroaches, and ants.

## Recycle Properly:

- Do not put recyclables down the trash chute.
- Instructions for sorting recyclables is posted on recycling bins and can also be found online: [on.nyc.gov/nycharecycles](http://on.nyc.gov/nycharecycles)

Questions/Concerns? Contact the Customer Contact Center by calling 718-707-7771.

A translation of this document is available in your management office.
La traducción de este documento está disponible en la Oficina de Administración de su residencial.
所居公房管理處備有文件譯本可供索取。
所居公房管理處備有文件譯本可供索取。
Перевод этого документа находится в Вашем домоуправлении.

**Thank you for helping keep our development safe and clean.**





[on.nyc.gov/clean-nycha](https://on.nyc.gov/clean-nycha)



NYCHA 060.199 (Rev. 2/15/22) v2

# WINDOW LITTERING ATTRACTS PESTS

TIRAR LA BASURA POR LA  
VENTANA ATRAE PLAGAS

PUT TRASH IN ITS  
**CORRECT**  
PLACE

PONGA LA  
BASURA EN EL  
LUGAR  
**CORRECTO**



# WINDOW LITTERING ATTRACTS PESTS

向窗外亂拋垃圾吸引蟲鼠患

PUT TRASH IN ITS  
**CORRECT**  
PLACE

適當棄置垃圾



# WINDOW LITTERING ATTRACTS PESTS

向窗外乱抛垃圾吸引虫鼠患

PUT TRASH IN ITS  
**CORRECT**  
PLACE

适当弃置垃圾

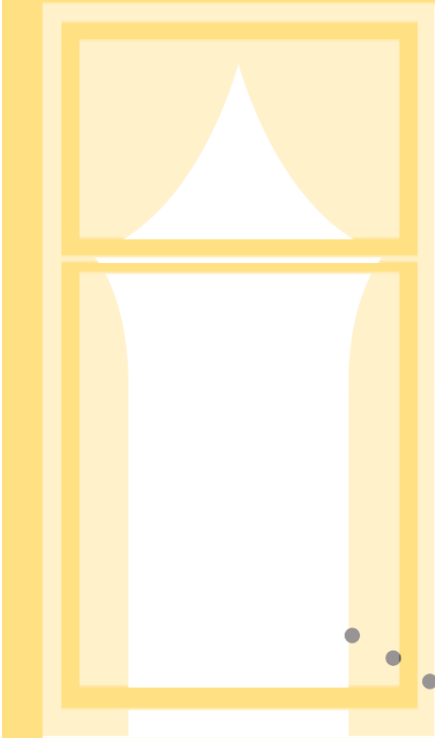


# WINDOW LITTERING ATTRACTS PESTS

Выбрасываемый из окон  
мусор привлекает  
вредителей

PUT TRASH IN ITS  
**CORRECT**  
PLACE

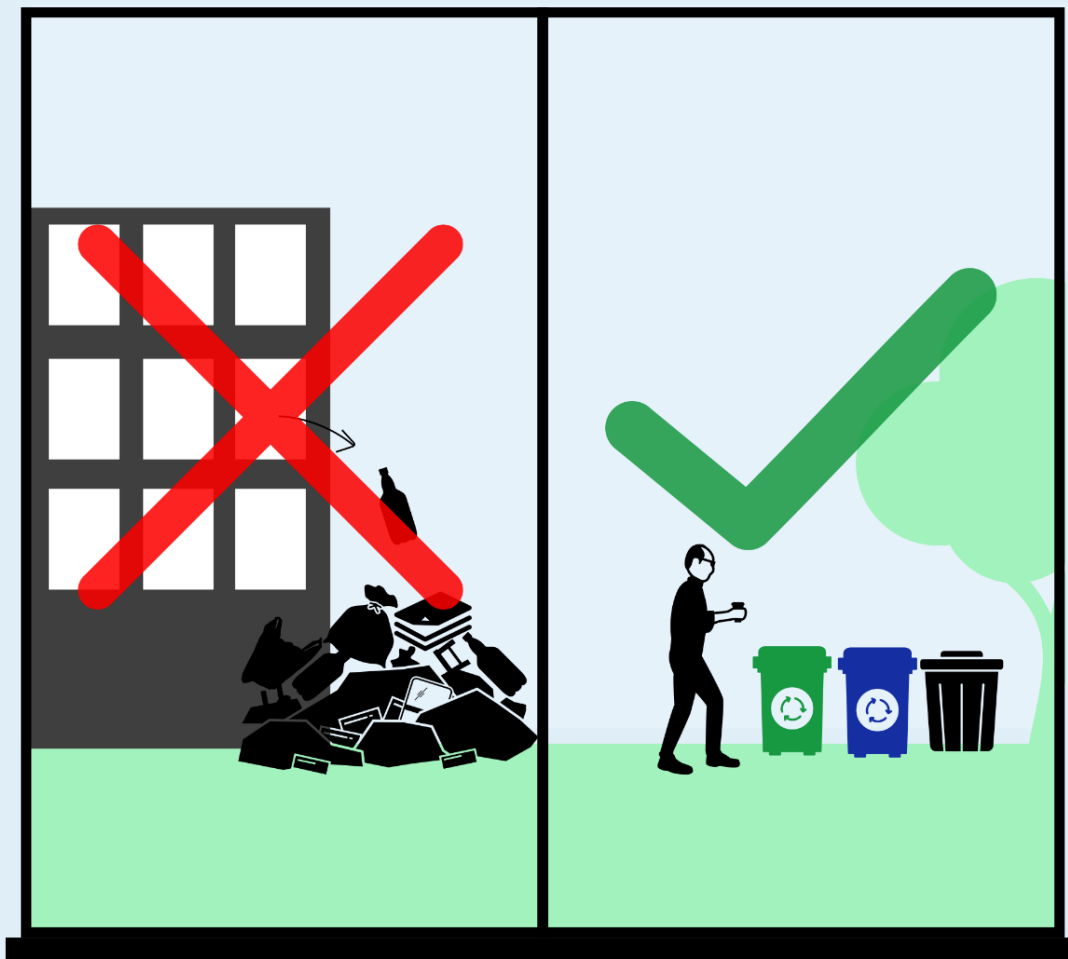
Выбрасывайте  
мусор в  
**специально  
отведенное**  
место





# WINDOW LITTERING RUINS EVERYONE'S VIEW

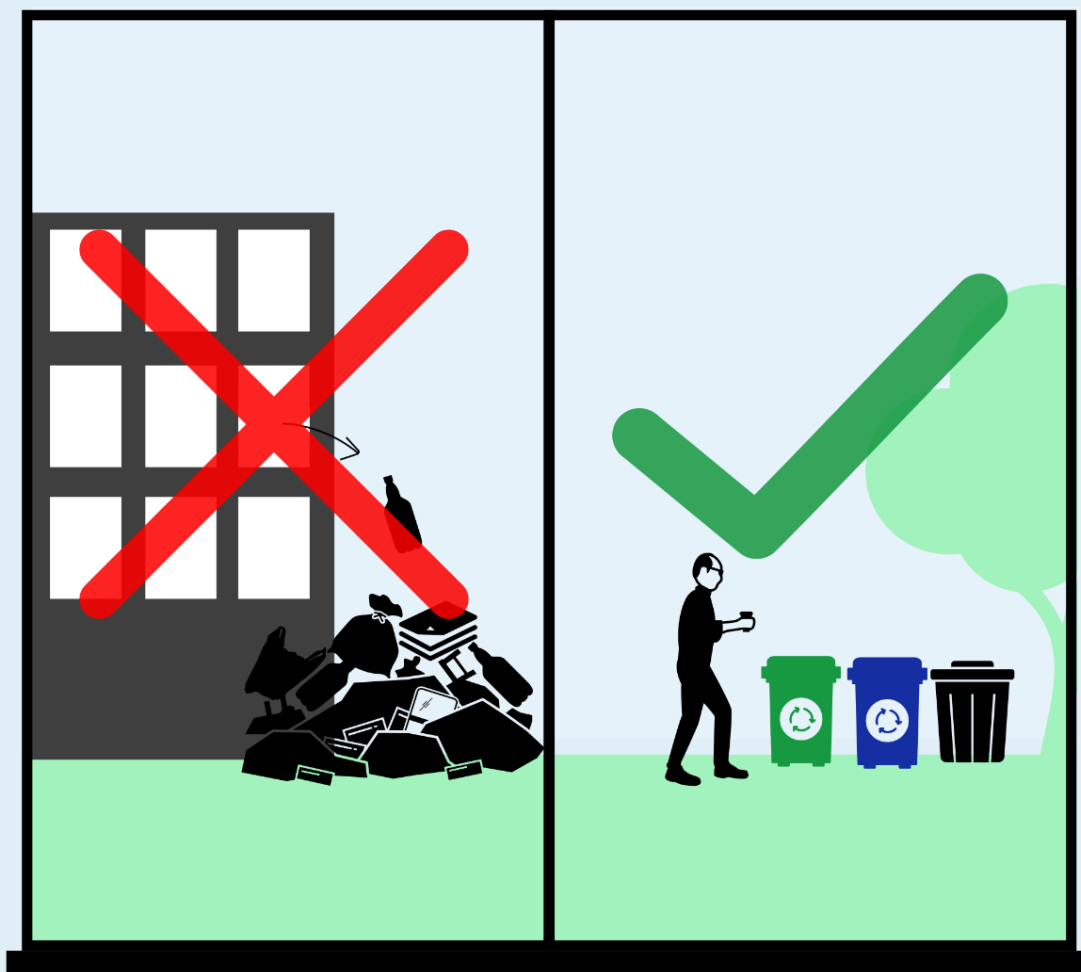
TIRAR LA BASURA POR LA VENTANA  
ARRUINA LA VISTA PARA TODOS



PLEASE PLACE YOUR TRASH IN THE CORRECT PLACE  
DEPOSITE SU BASURA EN DONDE  
CORRESPONDE

# WINDOW LITTERING RUINS EVERYONE'S VIEW

向窗外乱抛垃圾破坏环境卫生

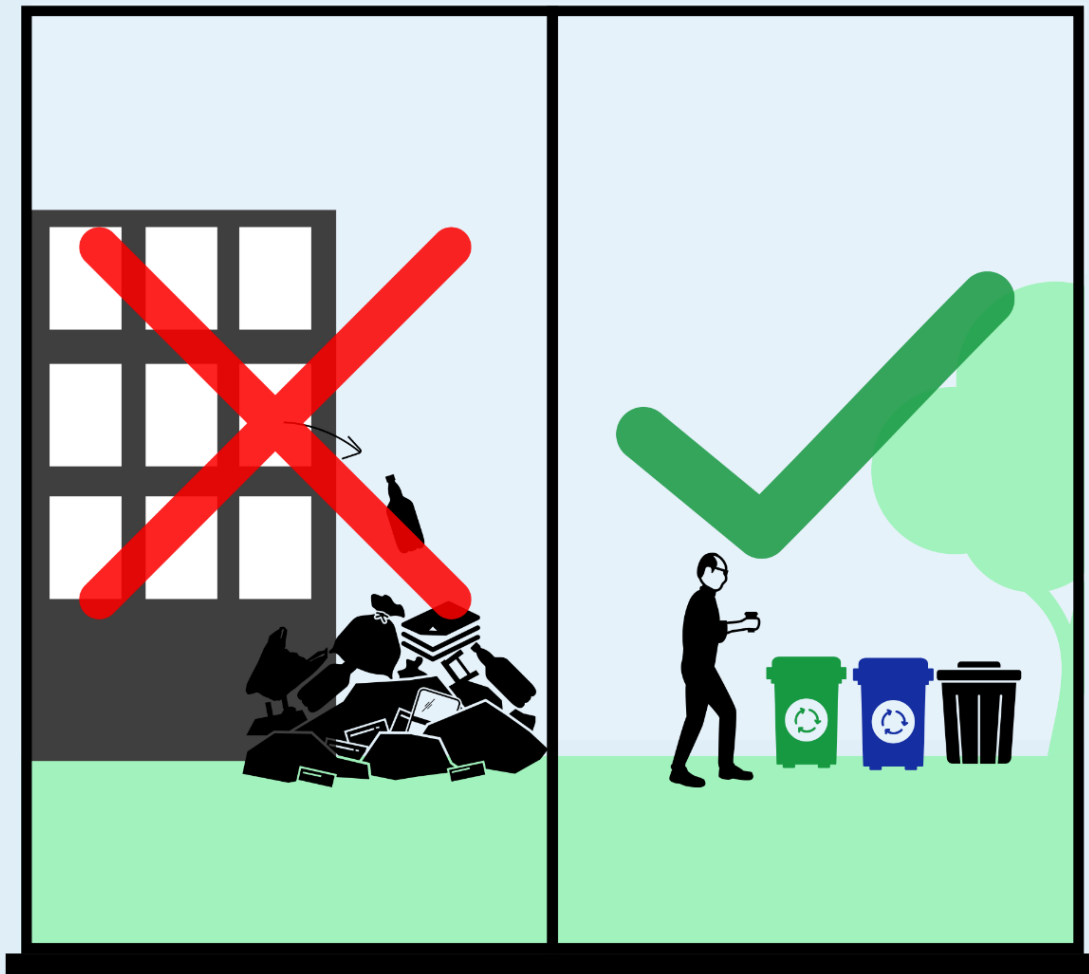


PLEASE PLACE YOUR TRASH IN THE CORRECT PLACE  
请适当弃置垃圾



# WINDOW LITTERING RUINS EVERYONE'S VIEW

向窗外亂拋垃圾破壞環境衛生

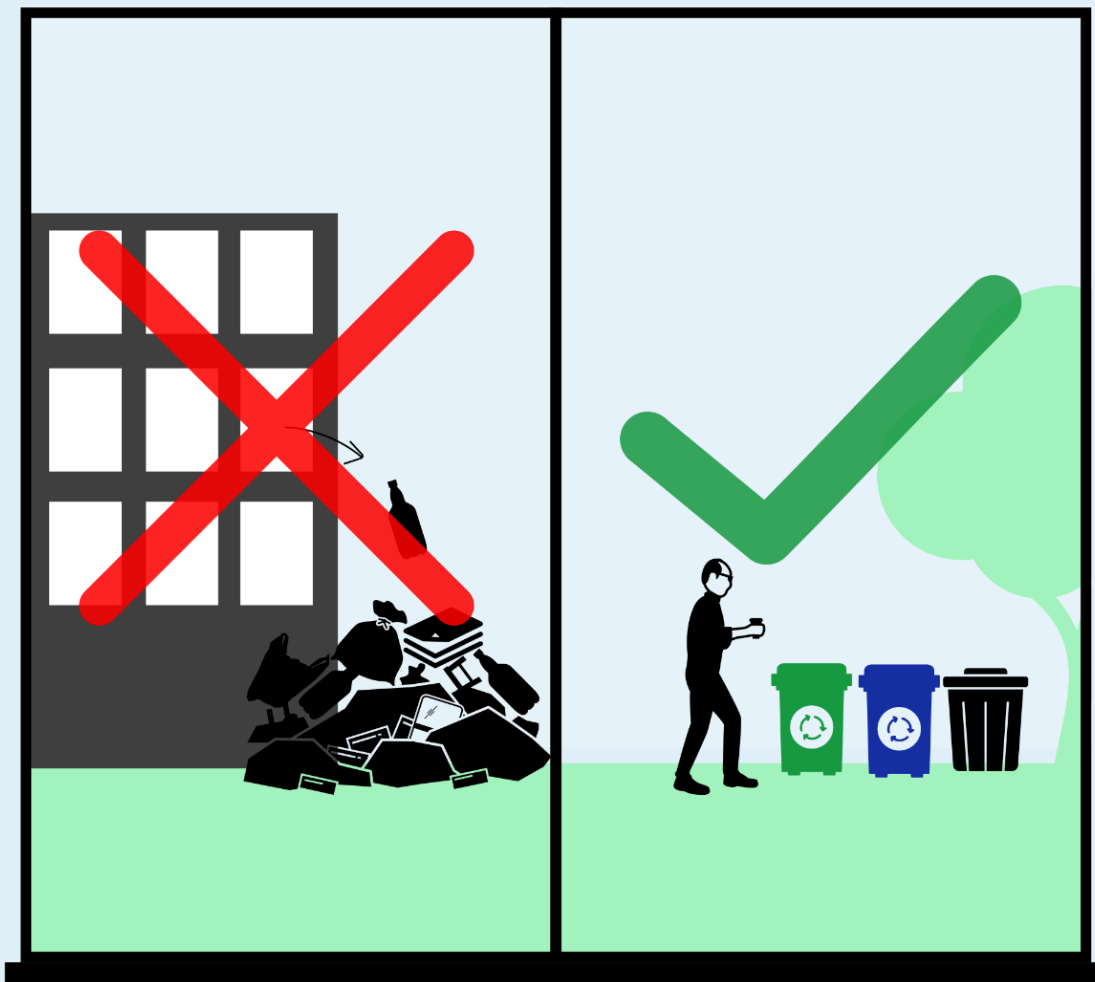


PLEASE PLACE YOUR TRASH IN THE CORRECT PLACE  
請適當棄置垃圾



# WINDOW LITTERING RUINS EVERYONE'S VIEW

Выбрасываемый из окон мусор  
портит общий вид



**PLEASE PLACE YOUR TRASH IN THE CORRECT PLACE**

Пожалуйста, выбрасывайте  
мусор в специально  
отведенное место







Smaller bags make  
**a BIG difference.**

Large bags can clog the  
trash chute—keep them small!







**Recycle. It's your  
responsibility**

**Your actions make a difference  
in our community.**



# DON'T RUIN YOUR NEIGHBOR'S DAY

We all live here,  
let's keep it clean.






Smaller bags make  
**a BIG difference.**

Large bags can clog the  
trash chute—keep them small!





A woman with dark dreadlocks, wearing a light blue t-shirt and jeans, is smiling and holding a white piece of trash. She is standing next to a young child with short hair, wearing a blue t-shirt and a denim jacket. They are outdoors, with a large blue plastic bag and some trash on the ground. In the background, there is a brick building. The text is overlaid on the right side of the image in white font on a dark blue background.

My mother always  
taught me to  
**clean up**  
**my things.**

Make her proud and put  
trash where it belongs.







# PLAN POTTY BREAKS FOR YOUR PUP

The average adult dog has to go to the bathroom 3-5 times per day. That's at least once every 8 hours.





# NYCHA WASTE ASSETS CATALOG

FOR PROPERTY MANAGEMENT - 2023



PDF at QR code and here:  
<http://bit.ly/wasteassetcatalog>



*"We have to work together. This is our home. We have to take care of it."*

Please **do your part** by following these guidelines:



use trash  
compactor  
on your floor



use large  
containers outside  
of your building



use drop site  
for help, contact  
management at  
718-707-7771

**I ♥ THROGGS NECK**



# Did you know?



**90% OF THE TRASH YOU COLLECT  
FITS INTO THE TRASH CHUTE.**



**MOST THROGGS NECK  
RESIDENTS USE THEIR TRASH  
CHUTE AT LEAST ONCE A DAY**

**Join us in  
making  
THROGGS NECK  
cleaner. It's  
simple:**



**Small bags** are the easiest way to collect trash. Take them to the chute on your floor.



Use **large trash bags** sparingly. Take them to the containers outside of your building.



Take **bulky items** to the drop site or contact the Management Office.





# HELP US KEEP RATS OUT!



- 1** Use the trash compactor regularly.
- 2** Avoid leaving trash in hallways and staircases.
- 3** Don't litter or throw trash out of windows. Rats love eating litter.

*Whose side are you on?*

**I ♥ THROGGS  
NECK**



# *Please* **do your part** to make NYCHA cleaner.



*Grab a bag*



*Pick it up*



*Throw it out*

Your dog's waste is  
your responsibility.

**I ♥ THROGGS  
NECK**

# CLEANING UP DOG WASTE

makes our community

**CLEANER** ✓

**SAFER** ✓

**STRONGER** ✓

*Please do your part  
for our community.*

Thank you!







# WELCOME

## to Throggs Neck Houses!

*Please help keep our home safe.*



**Avoid yanking or damaging the door.**  
Instead, use your lobby key to enter.



**Broken door? Something else to report?**  
Please call 718-707-7771 as we'll respond **ASAP**.



**For a new key,** have the head of your household  
visit the management office. **NEW KEYS START AT \$10.**

**I ♥ THROGGS  
NECK**

# TAKING YOUR DOG FOR A WALK?



*Do you have...?*



**Dog**



**Leash**



**Pick-up Bags**

Please do your part to make  
Throggs Neck cleaner.  
Remember to take doggie waste  
bags (or even just old grocery  
bags) before leaving your home!

**I ♥ THROGGS  
NECK**