

DRAFT: Technical Guidelines for Waste Collection Services at Condominium Corporations

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Revised: January 2026

PURPOSE

The purpose of this document is to outline the technical requirements that condominium corporations must meet to qualify for municipal curbside waste collection services.

POLICY STATEMENT

Norfolk County strives to provide waste collection services to as many residential properties as possible. Although the County is not obligated to provide these services to condominium corporations, waste collection services may be offered when a development meets all requirements outlined in the technical guidelines, an application is submitted in accordance with this policy, and is subsequently accepted by the County, such acceptance to be communicated by the County in accordance with this policy.

The accompanying Technical Guidelines specify the minimum standards necessary to ensure safe and efficient waste collection services. Compliance with these requirements, to the satisfaction of the County, is mandatory prior to the commencement of waste collection services.

All provisions of the Waste Management By-law, as amended, apply to waste collection services. Terms not defined in this policy or its attachments shall carry the same meaning as in the Waste Management By-law.

Only condominium corporations made up entirely of residential units are eligible to apply for municipal waste collection. Developments that include any industrial or commercial units are not eligible. Multi-residential properties, including multi-residential condominium developments, are also excluded. In addition, condominium developments that require waste collection from common collection points are not eligible for this service.

Developers and property managers are encouraged to design buildings that support waste reduction programs, including recycling and organics diversion. Site and building plans for all multi-residential developments should include adequate, well-designed waste handling and storage facilities that are easily accessible for residents and collection vehicles.

Condominium corporations requesting waste collection services must submit a formal application to Norfolk County. The County will conduct a detailed assessment to confirm that the property meets all eligibility and operational requirements for service.

DEFINITIONS

The following definitions apply to the Technical Guidelines for waste collection services at Condominium Corporations.

“Condominium” A residential property governed by a Condominium Corporation, where individual units are privately owned and common elements are jointly managed in accordance with the Ontario Condominium Act, 1998.

“Condominium Corporation” means the corporation that is the owner of the lands and premises established for residential condominium forms of ownership and use and includes any property manager or other designated third party acting on behalf of such Condominium Corporation.

“Continuous Collection” means the collection of waste along one side of a road without the need to reverse, navigate around obstacles or drive into oncoming traffic lanes.

“Contractor” means any person or business which has entered into a contract with the County for the collection of waste on behalf of the County.

“County” means The Corporation of Norfolk County.

“Curb Radius” means the smallest circular turn at an intersection, measured at the curb line, that a current collection vehicle is capable of turning on a road.

“Developer” means an Owner or Person(s) assigned by the Owner who is in charge of the construction and development of a property that will contain Dwelling units.

“Dwelling Unit” shall hold the same meaning as in Norfolk County’s Bylaw 1-Z-2014, as amended from time to time; a suite of two (2) or more rooms used by one (1) or more individuals living together, in which cooking, eating, living, sleeping and sanitary facilities are provided, which has a private entrance directly from outside the building, from a common hallway or from a common stairway. A dwelling unit does not include a bunk house, group home, mobile home or recreational vehicle.

“General Manager” shall mean the General Manager of the Public Works Department of Norfolk County or designate.

“Generator” means any Owner, occupant, tenant, or other Person having use, occupation, charge, management, or control of a Serviced Unit in, from or on which waste is produced.

“Household Dwelling” shall mean the definition of “Dwelling” as described in Norfolk County’s Zoning Bylaw 1-Z-2014, as amended from time to time, with the exclusion of boarding or lodging house, apartments and any other sub-descriptor with more than 5 dwelling units.

“**IC&I**” means Industrial, Commercial or Institutional locations including multi-residential buildings with five (5) or more units per property.

“**Laneway**” means a public or private road that has a narrow right of way and may provide access to driveways/garages of dwelling units.

“**Multi-residential**” means a property or building that contains more than 5 separate dwelling units intended for use by different households. These units are contained within one structure or a group of buildings on the same property and share common areas such as parking lots or hallways.

“**Norfolk County**” means the geographic area in Southern Ontario, representing a single-tier municipality.

“**One-way Road**” means a road on which vehicles only travel in one direction.

“**Owner**” means a person recorded in the records maintained in the Land Registry office and includes a person with legal right to control possession of that property such as a property manager, a mortgagee, or a receiver or receiver/manager in possession of the property and includes an occupant, lessee, tenant or other person in charge, management or control of a serviced unit.

“**Ownership of Waste**” means the person(s) responsible for each serviced unit has its own location, generally at the end of the serviced unit’s driveway, to place waste for collection service, where it is readily accessible by the collection vehicle, such that it is clear which owner or generator is responsible for all waste placed there.

“**Person**” means an individual or a corporation and the successors, assigns, heirs, executors, administrators, or other legal representatives of a person to whom the context may apply according to law.

“**Private road**” includes any roadway that is not assumed by and under the jurisdiction of the County or the Province of Ontario.

“**Recyclables**” are packaging and paper materials (including paper, cardboard, plastic containers, metal cans and glass bottles and jars) that can be collected, sorted and turned into new products through Ontario’s Blue Box program. Under the Extended Producer Responsibility (EPR) system, the companies that make or sell these materials are responsible for managing them once residents set them out for recycling. They do not include industrial or commercial waste, or items that cannot be effectively recycled through the blue box system.

“**Roadway**” means the part of a public street that is improved, designed or ordinarily used for vehicular traffic.

“**Turning radius**” is the distance from the center of the turning circle to the outer edge of the path followed by the outer front wheel when the vehicle makes the sharpest possible turn.

“Waste” means garbage, recyclables, organics, yard waste, bulky items and any other material designated by the County for waste collection services.

“Waste collection services” are services provided by the County for the removal of waste generated from dwelling units within Norfolk County.

“Waste Management Bylaw” means Norfolk County Bylaw 2013-164, as amended.

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1. NORFOLK COUNTY WASTE COLLECTION PROGRAM

1.1. Norfolk County’s Current Curbside Waste Collection Program

Norfolk County’s curbside waste collection program consists of the following services:

- Garbage collection
- Leaf and yard waste collection (in designated urban and hamlet areas)
- Bulky item collection (monthly, by appointment)

1.2. New Curbside Waste Collection Program (September 2026)

Effective September 29, 2026, Norfolk County’s curbside waste collection program will transition to the following system:

- Automated collection using waste collection carts
- Biweekly automated garbage collection
- Weekly automated organics (green bin) collection
- Leaf and yard waste collection (in 20 designated urban and hamlet areas)
- Bulky item collection (monthly, by appointment)

Under the new curbside collection program, each dwelling unit will receive two automated waste collection carts, one for garbage and one for organic waste. The standard size for garbage carts will be 240 L and the organics cart will be 120 L. Dwelling units should have sufficient space to store the carts either in their garage or along the side of their home.

Placement for curbside collection must be free of obstructions to allow the automated arm to service the carts. Placement at the curb must include 60 cm (2 feet) between the carts and other objects.

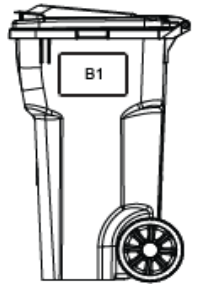
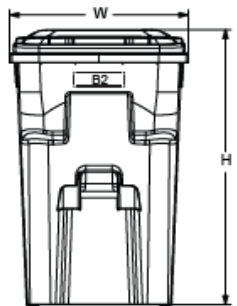
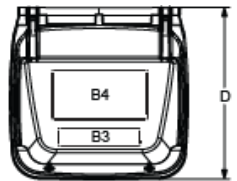


Table 1: Estimated Dimensions of Automated Carts

Cart Type	Width	Depth	Height (w/ lid)	Weight	Capacity
Garbage	68.0 cm (26.8")	68.2 cm (26.9")	109.4 cm (43.1")	16.7 kg (36.8 lb)	240 L (65 gallon)
Organics	47.0 cm (18.5")	61.2 cm (24.1")	97.8 cm (38.5")	9.9 kg (22.0 lb)	120 L (31 gallon)

At minimum, each dwelling unit must have sufficient space for the placement of garbage and organics automated carts and recycling bins at the end of the driveway. Additional material (bulky items and yard waste) should have sufficient space to be appropriately prepared and placed curbside in accordance with the Waste Management By-law.

1.3. Recycling Collection

Recycling collection services are provided by a contractor on behalf of producer responsibility organizations under the producer responsibility framework in Ontario and are no longer the responsibility of Norfolk County.

1.4. Multi-residential Collection

Multi-residential properties containing more than 5 dwelling units are not serviced by Norfolk County and must arrange for private waste collection services.

2. GENERAL WASTE COLLECTION REQUIREMENTS

2.1. Design

Condominium corporations are responsible for the design and construction of proper and safe residential waste handling systems for their residents on private property. This includes access routes, storage facilities, collection areas, and direct access to a municipal street. Property layout should ensure that waste collection services can provide continuous collection and does not require a collection vehicle to reverse onto the municipal street or any street within the condominium corporation.

2.2. Roadways

Condominium corporations are responsible for ensuring that all private roads are paved and are maintained in good repair which includes but is not limited to repairing potholes, ensuring roads are plowed and sanded/salted during winter months, and removing overhanging tree branches that may interfere with the collection vehicle. The County reserves the right to suspend collection services to any condominium property that does not ensure that all private roads are maintained in good repair, until such time as the roads are brought back to a state of repair satisfactory to the County.

2.3. Waste Set Out

All residential waste containers must be placed at the curbside within the right-of-way in accordance with the Waste Management By-law. After collection, all empty containers and any uncollected materials must be removed from the curbside as required by the Waste Management By-law.

2.4. Damages

The condominium corporation is exclusively and solely responsible for any damage on private access roads from waste collection vehicles.

2.5. Waste Collection Services

The condominium corporation is responsible for collection, haulage, processing and disposal of all waste from the property until such a time that the site is approved for collection services.

2.6. Suspension of Waste Collection Services

The County reserves the right to revoke collection services to any condominium corporation that does not meet the guidelines outlined in this document or the Waste Management Bylaw.

2.7. Recycling Collection

Recycling collection in Ontario has transitioned to a producer responsibility framework. As a result, Norfolk County no longer provides recycling collection services for residential properties.

Condominium corporations that wish to arrange recycling collection for their residents can contact the Producer Responsibility Organization by visiting:

<https://www.circularmaterials.ca/resident-communities/norfolk-county/>

3. SPECIFICATIONS FOR CONDOMINIUM CORPORATION WASTE COLLECTION SERVICES

3.1. Access Routes/Internal Roadways

3.1.1. Internal roadway width and turning radius

The internal roadways must be a minimum of 6 metres (25 ft.) in width and have a minimum of 12 metres in turning radius. If a cul-de-sac (a turning bulb or turning 'P') is used, it must have a curb radius of 15 metres with no centre island and no snow stored in the centre.

3.1.2. Overhead clearance

An overhead clearance of 3 metres (10 feet) must be provided from all overhead obstructions such as overhead structures, wires, balconies and trees.

3.1.3. Private road construction

Private roads must be paved, constructed of suitable material and be structurally adequate to prevent damage by and support a fully loaded waste collection vehicle (approximately 30 tonnes).

3.1.4. Continuous Collection

Collection vehicles must be able to provide continuous collection throughout the condominium corporation, being able to drive safely in and out of private property. Collection vehicles must not reverse onto any private street within the private property or onto a municipal street.

3.1.5. Obstruction of Access Routes

Access routes must remain free of obstruction throughout the year, including but not limited to, parked vehicles, construction vehicles or snow, which must be removed to not impede collection services. If access is impeded, collection services for that day will not occur and the condominium corporation will be responsible for the removal of waste.

3.1.6. Road Maintenance

The road must be maintained in suitable condition and pothole free. The road must have a smooth surface, adequate drainage and winter maintenance. Winter maintenance includes, but is not limited to, snow plowing two lanes so snow is cleared to the curb, salting and/or sanding for icy conditions, and adequate snow storage to not impede waste collection services. Snow should not be stored on the travelled portion of the road or in the middle of a cul-de-sac.

3.1.7. Temporary Roads and Dead-ends

All temporary roads must meet the road width, turning radius and road construction requirements stated above in section 3. Any temporary or permanent dead-ends must have an appropriate turnaround such as a cul-de-sac in order for the waste collection vehicle to service the units along the road.

3.1.8. Set Out Location

Each dwelling unit within a development must have its own collection point. The set-out location must be large enough for the waste set out (including waste collection carts when applicable). The location should be either on or beside the driveway (no further than 2.4 metres from the travelled portion of the roadway). Sidewalks, common collection points and the travelled road are not acceptable set-out locations.

3.1.9. Ownership of Waste

Each dwelling unit must be responsible for their own waste. This requires that each dwelling unit has their own set out location for their waste at the end of their own driveway.

3.1.10. Laneways/Back Alleyways

To receive service along a laneway or back alleyway, it must conform to the same road width and turning radius requirements outlined in section 3. Garages must have the address displayed. Driveways must be adequately spaced to allow for waste collection services.

3.1.11. Mixed dwelling units in one Condominium Corporation

If a development includes a mix of dwelling types such as single-family homes, townhouses, stacked townhouses, or multi-residential units, all units must receive the same type of waste collection service. To qualify for municipal collection, the entire development must meet the criteria in this Technical Guidelines document. A development that includes both multi-residential units and single-family homes for example, would not qualify, since multi-residential buildings are excluded from municipal waste collection services.

3.2. Collection Points

3.2.1. Collection at Municipal Street

Dwelling units that front on to a municipal street can participate in waste collection services by placing their waste adjacent to their property along a municipal street.

3.2.2. Collection on private property (Condominium corporation)

Dwelling units that are part of condominium corporations must have their own driveway where waste can be placed. Waste collection services must be able to pick up waste from individual stops with direct and safe access for waste collection vehicles.

3.2.3. Common Collection Points

Common collection points will not be serviced within condominium corporations or at the municipal street. Waste cannot be comingled in a common area for collection. Waste collection will only occur at individual stops.

4. REVISIONS TO THE TECHNICAL GUIDELINES FOR WASTE COLLECTION SERVICES AT CONDOMINIUM CORPORATIONS

Norfolk County may review, revise and update the Technical Guidelines for Waste Collection Services at Condominium Corporations.

5. DISTRIBUTION OF WASTE COLLECTION GUIDELINES

Norfolk County will distribute the Technical Guidelines for Waste Collection Services at Condominium Corporations upon request to interested parties and to those that have been approved for this service. The Planning Department will also provide interested parties with the technical guidelines during the planning stages of condominium property development to ensure developers are able to meet design requirements if they wish to receive waste collection services by Norfolk County.

It is the intent of Norfolk County to provide realistic and workable technical guidelines to strengthen waste management practices in our communities and ensure safe and efficient waste collection.

Developers and builders are responsible for ensuring that roadways and residential dwellings are designed in accordance with the Technical Guidelines and the Waste Management Bylaw in addition to all applicable Norfolk County planning and building requirements. If a developer chooses to waive the Technical Guidelines, they must sign Form 3 to acknowledge that, by not meeting these standards, the condominium corporation will be required to arrange private waste collection services.

6. APPLICATION SUBMISSION

The applicant must provide the following information with their completed application for review and consideration for waste collection services:

1. Completed Application for Waste Collection Services for Condominium Corporations (Form 1)
2. A finalized site plan illustrating road width and turning radius
3. Indemnification Form (Acknowledgement) required for the collection on private property (Form 2)
4. Certificate of Insurance as described in the Indemnification Form for waste collection services on private property. The Certificate of Insurance must include:
 - Commercial General Liability \$5,000,000 per occurrence
 - An endorsement certifying that The Corporation of Norfolk County and Norfolk Disposal Services Limited are added as additional insured, and
 - Cross Liability Endorsement
 - The Certificate of Insurance must be provided to Norfolk County annually upon renewal. Copies of renewed certificates can be emailed to waste@norfolkcounty.ca

Completed applications can be sent by email or regular mail to:

Public Works Division
 Environmental Services Department
 12 Gilbertson Drive
 Simcoe, ON
 N3Y 4N5

Or by email to waste@norfolkcounty.ca

Norfolk County will respond to the applicant acknowledging that the application has been received for further review.

Waste collection services will not be initiated until an application has been received and reviewed, a site inspection completed, and formal documentation provided to the condominium corporation with a commencement date.

Condominium corporations whose applications do not meet the technical requirements will be responsible for arranging and managing private waste collection services.

7. INITIATION OF WASTE COLLECTION SERVICES

To initiate waste collection services for a condominium corporation, a completed application must be submitted. Norfolk County will contact the applicant whether their application has been approved or declined.

7.1. Site Inspection

After an application for waste collection services has been reviewed and approved, Norfolk County will contact the applicant to schedule a site inspection. The inspection ensures that the site's design matches the submitted drawings and that there are no obstacles that could interfere with waste collection.

Norfolk County and the waste collection contractor will coordinate with the applicant to schedule the inspection at a mutually convenient time.

7.2. Approval or Denial of Application

Norfolk county will advise the applicant following the site inspection, with a formal letter indicating whether the application is approved or denied.

If the application is approved, the letter will outline waste collection services information to provide to the residents as well as a commencement date for services.

If the application is denied, the condominium corporation must arrange for private waste collection services.

7.3. Construction Phases

If a condominium corporation is being developed in phases and the developer wishes to commence waste collection services prior to the development being fully occupied, a separate form from the application (Form 1) is required to be submitted to Norfolk County requesting waste collection services. The developer must ensure:

- Roads are paved and constructed of suitable material to withstand the weight of a fully loaded waste collection vehicle
- Easy passage of roadways within the development and are not obstructed by construction vehicles
- Curbs are installed
- Roadway accommodates waste collection vehicles with continuous collection (adequate turnaround area and road width)
- Norfolk County has verified occupancy through occupancy permits with the Building Department

The developer or condominium corporation are responsible for waste collection services until the approved commencement date (if applicable).

8. ASSOCIATED DOCUMENTS/FORMS

The following forms accompany the Technical Guidelines for Waste Collection Services for Condominium Corporations:

- Form 1: Application for Waste Collection Services for Condominium Corporations
- Form 2: Indemnification Form

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