



GOOD PRACTICE NANTES:

BULKY WASTE COLLECTION IN SOCIAL HOUSING

November 2014



Content table

1.	General information on the good practice (GP)	3
1.1	General information	3
1.2	Context	4
1.3	Short description	4
1.4	Objective	5
1.5	Method used to identify the good practice	5
1.6	External factors	5
2.	Implementation	6
2.1	Preparation phase	6
2.1	Technical implementation	6
2.2	Communicative implementation	7
2.3	Organisations	7
2.4	Key success factors	9
2.5	Resources	9
3.	Results	11
3.1	Monitoring of the progress of the GP	11
3.2	Other results	11
4.	Lessons learned	11
4.1	Negative effects	12
4.2	Challenges	12
5.	Pictures and other documentation	12
6.	Further information	12
7.	Other regions with similar good practices	13

1. GENERAL INFORMATION ON THE GOOD PRACTICE (GP)

1.1 General information

Region	Nantes Métropole
Country	France
Short name of the good practice	Bulky waste collection in social housing
Geographical level of implementation (country, region, municipality...)	Neighbourhood
Target group	Users/ Individuals/ Social housing areas
Date of implementation/duration	2013
Waste stream (and subcategory)	Bulky waste
Legal framework	
Main local instruments involved	
Scale (pilot/partially roll out /roll out)	district
Initiator/coordinator	Nantes Métropole / Renting organism
Demography	
Population	1145 (total population of Nantes Métropole: 594,017 inhabitants – 2011)
Number of households	536 households involved in the initiative
Area (km ²)	523,36 km ²
Population density (number of inhabitants/km ²)	1135 inhabitants/km ²
General waste data (Not necessarily related to the GP but to give some background information. Data about the GP should be included under 3.1)	
Year of the following waste data	2013

Sum of all waste streams excl. residual & bulky waste (kg/inhabitant/year) (Use indicator 1 or 2 from the R4R Online Tool)	
Residual waste (including sorting residues) (kg/inhabitant/year) (Use indicator 8 or 9 from the R4R Online Tool)	
Total waste (add up the previous two)	497 kg/inhabitant (295,028 t)
Sum of all waste streams excl. residual & bulky waste to DREC (kg/inhabitant/year) (Use indicator 3 of the R4R Online Tool)	

1.2 Context

On-site observation of Lille Métropole Habitat experience.

Validation of the "pre-storage" method with sorting at the source

Selection of the site located at Samuel de Champlain Street for the following reasons:

* densely populated area: 5 housing towers / 536 households / 1148 inhabitants, where tenants expressed their interest in improving their environment

* poor use of the three bring banks in the area: frequency and type of waste not respected, waste brought from outside of the neighbourhood

* availability of pre-storage site that is accessible and large enough (former municipal waste storage area), due to the implementation of underground container

* low implementation costs.

1.3 Short description

Implementation of :

- Sustained awareness raising actions involving all stakeholders
- Quick and adapted inside and outside infrastructure work
- Staff training

1.4 Objective

As a follow-up of the "tri-sac" (sorting bag) initiative and the under grounding of waste containers, this action aimed at providing a solution for bulky waste as source of:

- Littering and environmental damage
- Work accidents and corporal issues related to item manipulation
- Environmental pollution due to bad recycling and non-valorisation of this waste
- Risk of accident due to occupation of public ways
- Bad image of social habitat areas

1.5 Method used to identify the good practice



1.6 External factors

Is there a link between the GP and an external factor? Is the GP implemented as a solution for a problem caused by a certain external factor?

Priority areas for the government: Annual income, high density of vertical habitat.

Image of the district: waste dropped off on the streets, on the pavements

Problem with waste coming from people who do not live in the district

2. IMPLEMENTATION

2.1 Preparation phase

- November 2012: Finding the location of the area where people can bring bulky items
- Beginning December 2012: meeting between partners and sub-contractors on coming work and communication
- Mid-December 2012: meeting between partners and stakeholders and site visit
- End December 2012/beginning January 2013: door-to-door meetings with tenants after personalised letter and poster campaign in building halls

2.1 Technical implementation

- 4 January 2013: opening of the place and welcome of tenants during a friendly event
- Mid-January 2013: agreement on new management rules of external drop-off locations
- End January 2013: staff training about hazardous materials
- Mid-February 2013: door-to-door meetings with tenants to thank them for their involvement and present the new state of the former drop-off sites
- End February /beginning March 2013: finding new purpose of the former drop-off sites (tree planting, creation of parking area, etc.)
- Beginning April 2013: study visits of the sorting plant during the European Week for Waste Reduction for tenants and rent agency staff
- End May 2013: door-to-door meetings with tenants of neighbouring buildings (rue Jacques Cartier) to raise their awareness and inform them that they can benefit from the new system

- End June 2013: study visits of the textile recycling plant for tenants and rent agency staff
- End June 2013: staff training about WEEE sorting by Eco-Systèmes (French EPR organisation in charge of WEEE)
- End June 2013: assessment of the initiative

2.2 Communicative implementation

- Beginning December 2012: communication towards partners and sub-contractors
- End December 2012/beginning January 2013: door-to-door meetings with tenants after personalised letter and poster campaign in building halls
- 4 January 2013: welcome of tenants during a friendly event
- Mid-February 2013: door-to-door meetings with tenants to thank them for their involvement and present the new state of the former drop-off sites
- End May 2013: door-to-door meetings with tenants of neighbouring buildings (rue Jacques Cartier) to raise their awareness and inform them that they can benefit from the new system
- Important communication supported by Nantes Habitat :
 - Personalised mailing to each tenant to announce the new system
 - poster campaign in building halls and elevators
 - door-to-door meeting with neighbourhood referring person from Nantes Habitat (CPCV) and sorting ambassadors to explain and demonstrate the interest of the new system
 - Personalised mailing and door-to-door meeting with CPCV and sorting ambassadors after the beginning of the action in order to remind the obligation to join the system
 - information to tenants leaving their dwelling and to new tenants
 - awareness raising about sorting by making study visits for tenants and rent agency staff
 - Flexibility by opening the area upon motivated request by tenants.

2.3 Organisations

- Nantes Métropole: Waste Directorate/ proximity unit Erdre and Cens
- Nantes City Council: Northern neighbourhood team
- Nantes Habitat: Directorate Proximity Maintenance Exploitation (DPME)
- Eco-systèmes
- Tenants from rue Samuel de Champlain – site "Chêne des Anglais"
- Waste collectors:
 - Wood and reusable furniture: association « l'homme debout »
 - Metals: "Nantes Métropole – public collection operator" (OPC)
 - Cardboard: association ARBRE / "Nantes Métropole - OPC"
 - Textiles: association « Le Relais »
 - WEEE (Waste Electrical and Electronical Equipment) : association « Envie 44 »
 - Hazardous household waste (paint, batteries, solvents, etc.): company ORTEC (public contract with Nantes Métropole)
 - Non recyclables waste: "Nantes Métropole – OPC"

1 – Sites:

- 1 site per 250 to 300 dwellings, subject to the insurance of quick removal and to keep a low emptiness level in order to allow unexpected influx (moves, etc.)
- Minimal surface of 35 to 40m², few inside walls
- Minimal door width of 1 metre, with an access area allowing the passage of trolleys
- Accessibility for waste collectors' trolleys: similar to the management conditions of households waste containers
- Light, water, security system (fire extinguisher)
- Limited distance to the building's main entrance door: less than 100 metres
- Good visibility and identification from the outside

2 – External access:

- Access without constraint for collection trolleys into collection trucks or containers

- Public road adapted to the weight of collection vehicles (structure of the road, etc.)
- External light

3 – Staff:

- During functioning mode: with 6H per week by place, staff shifts allowing to have one person at every hour, punctual drop-offs and administrative management
- Trained to waste management: recycling/recovery/safety, etc.
- With good interpersonal skills, fit to a daily proximity work
- To be noted: the French regulation on building renting forbids the renter to charge tenants for bulky waste management, but exceptions are possible when it is related sustainable development activities.

2.4 Key success factors

- Need of appropriate jobs and of efficient partnership at all levels:
 - Clean location, well identified and accessible
 - Skilled operational staff: CPCV or proximity agent
 - Staff trained to recycling/recovery and welcome: building guardian or proximity agent
 - Pick-up of full containers upon simple request to operators: quick reactivity is indispensable
 - Appropriate management material provided to tenants

2.5 Resources

Adaptation of former household waste storage sites and of the nearby area (Nantes Habitat):

* adaptation of access doors to allow the passage of eco-colectors' trolleys = 2590€

* electricity/safety/painting = 1350€

* adaptation of nearby area: modification of access height, etc. = 1650€

→ total = 5590€ *without work performed in-house and communication activities*

- Adaptation of streets to allow the passage of residents and adaptation of former collection sites (Nantes Métropole and SEVE) :

* streets and parkings = 20 000€

* green areas = 1 000€

→ total = 21 000€

Total amount = 26590€

3. RESULTS

3.1 Monitoring of the progress of the GP

	Nantes Habitat	Ratios Nantes Métropole
Wood and reusable furniture	0,334 Tonne/year/site	522 Tonnes/year including civic amenity sites
Metals and non-reusable waste	43 kg/year/tenant	46 kg/year/inhabitant
Cardboard of big volume (the remaining fraction being collected through the <i>tri-sac</i> system)	7 kg/ year/tenant	7kg/ year/inhabitant collected in civic amenity sites
Textiles	1.2 kg/ year/tenant	0,22 kg/ year/inhabitant
WEEE	3.6 kg/ year/tenant	3 kg/ year/inhabitant
Hazardous waste from households	0.14 kg/ year/tenant	1 kg/ year/inhabitant (including asbestos and tyres)

3.2 Other results

Time dedicated to the experimentation at Nantes Habitat and its partners (from November 2012 to June 2013) = 790 hours

Time dedicated at Nantes Habitat = 630 heures

4. LESSONS LEARNED

- Partnership : success of the partnership between Nantes Habitat (office d'habitat social), local Authority and inhabitants / NGO.
- Social : New image, recognition of the work of the Correspondant de vie de quartier (Nantes Habitat) : relation with the inhabitants, help to move apartments, no work accidents (no waste to manipulate), ... Swap, reuse of clothes or items.
- Environment of the social area : pavements are more cleaned

- Economic : about 10 social organisations are partners of this project (collect waste, items, clothes, furniture, to reuse, repair, recycle).

4.1 Negative effects

4.2 Challenges

5. PICTURES AND OTHER DOCUMENTATION



On-site
organisation



20

6. FURTHER INFORMATION

Organisation	Nantes Métropole
Address	
Contact person	Lionel Roussel, Project manager
Phone	
E-mail address	Lionel.roussel@nantesmetropole.fr
Website	
Others	

7. OTHER REGIONS WITH SIMILAR GOOD PRACTICES

The following partners of the R4R-project have a good practice similar to the good practice described in this factsheet:

Organisation	
Address	
Region	
Country	
Contact person:	
Phone	
E-mail address	
Website	
Others	
Short description of the main differences.	

REGIONS FOR RECYCLING

