

# Pre-treated Organics Program: FAQs for Landlords

**What is the Pre-Treated Organics Program?** The Pre-Treated Organics Program is an initiative by the City of Nelson aimed at promoting sustainable waste management practices. It involves the distribution of FoodCycler appliances to eligible households to reduce organic waste and wildlife attractants.

**Why does the City of Nelson want my information for my tenant to participate in this program?**

The City would like permission to contact you on behalf of the program when your tenancy changes over. This is a new and novel program that will be breaking new ground in waste management, we want to ensure that the FoodCyclers stay in our community to allow our residents to divert food waste from the landfill. By allowing us to contact you we can have a bridge between the first tenant and the next. Between tenancy we would appreciate knowing that the first tenant left the appliance in good working order and that the next tenant has the educational material and information they need to register the FoodCycler left on site.

**Will my information be protected?** Data security is very important to us. Your information will be stored only for the purpose of this program and won't be shared to any other program or contact lists.

**Will I be responsible for replacement costs if my tenant leaves with the appliance?** Absolutely not. The appliance provided for the Pre-treated Organics Program remains the property of the City. If a tenant leaves with the appliance, you will not be responsible for any replacement costs. The responsibility for the appliance lies with the registered user and the City.

**What happens if the appliance gets damaged or stops working during my tenant's occupancy?** If the appliance becomes damaged or malfunctions while your tenant is using it, they should contact the program administrators for assistance. The City will handle any necessary repairs or replacements. You, as the landlord, are not expected to cover the repair or replacement costs for the appliance.

**Do I need to provide any assistance to my tenant regarding the appliance?** As a landlord, your primary involvement is to grant permission for the City to contact you during tenancy changes. You don't need to provide technical support or assistance for the appliance. You may wish to direct your tenant to the program page, tutorial video or other materials that have been designed to help support the use of the appliance. The program administrators will handle any appliance-related issues, maintenance, or communication directly with the tenant.

**Is there any specific information I need to provide to the City about myself or my tenant?** The City will request basic contact information about you and your tenant. This includes names, phone numbers, and email addresses. (As a program registrant, your tenant has already completed this step). Your address is optional but it may be helpful if you live at the same location. This information is necessary to facilitate communication between tenancies and ensure a smooth transition for the appliance's use.

**Can I choose not to participate in the program?** Participation in the Pre-treated Organics Program is voluntary, but your cooperation is highly appreciated. Your involvement helps contribute to the success of the program and the reduction of organic waste going to landfills. If you choose not to participate, your tenant will need to handle the appliance's transition directly with the City.

**What if I have multiple tenants in the same property?** If you have multiple tenants living in the same property, please list the name of the tenant who contacted you by email about the FoodCycler program. This is the person who is registered in the program. This ensures that any changes in tenancy are properly coordinated, and that the appliance remains in good working condition for each new tenant. In a co-housing setting, the household would elect a primary contact.

**Are there any costs associated with this program for me as a landlord?** There are no additional costs for you as a landlord associated with the program. The City provides the appliance and covers its maintenance and repair costs. Your involvement is mainly about permitting communication and facilitating a smooth transition between tenants.

**What happens if my next tenant doesn't want to participate in the program?** Participation in the program is voluntary for the next tenants as well. If your tenant chooses not to participate, the City will handle the necessary arrangements directly with them. Your role as a landlord remains focused on allowing communication between tenancies, but individual tenant decisions regarding program participation are respected.

**Is there a way for me to provide feedback or suggestions about the program?** Yes, the City welcomes your feedback and suggestions. If you have any ideas or concerns about the program, you can contact the program administrators or to share your thoughts. The City may also reach out to you with a survey that you can voluntarily complete to voice your thoughts. Your input can help improve the program and its implementation over time.