

Toolkit

for
Tenant
Engagement

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Introduction

The tools outlined in this document were compiled using resources from Ann Arbor city government, University of Michigan Student Life, University of Michigan Office of Sustainability, and input gathered directly from tenants of Ann Arbor Housing Commission and Oxford Companies. The tenants interviewed were from four main categories: family housing, senior housing, adult housing, and off-campus student housing. This set of recommendations can be used as a working directory of tools building owners can use to engage tenants in meeting Ann Arbor 2030 District goals of reducing existing building energy consumption, water use, material waste, and transportation emissions 50%-65% for existing buildings and infrastructure by 2030.

Tips for Landlords

1. Establish your organization's sustainability goals and share them through marketing materials and your website.

Visualizing goals and sharing them with tenants will improve accountability of all involved. Tenants want landlords to bring ideas to the table, which can take a lot of the perceived effort out of making behavioral changes for tenants. But building on these goals to include tenants' goals will be even more impactful if they feel they have a stake in the efforts. Bring your organization's sustainability goals to the table and collaborate with tenants to build them out further. Formalize goals by having them posted on your website, in a high-traffic area such as a community center, laundry room, or mail room. Highlight them in marketing materials and welcome packets/emails.

2. Implement solutions that require low behavior change for tenants.

Solutions in which tenants do not have to change their behavior drastically could be upgrading to Energy Star appliances, installing WaterSense fixtures, LED lighting and using motion lights in communal areas.

3. Frame efforts in ways tenants care about.

Family housing has an emphasis on building community, belonging, and taking care of the community. An impactful way to frame is by outlining the impact behavior changes will have on the community, children and future generations. Senior housing residents are typically retired and have more time to spend engaging with neighbors and in community activities. They are more likely to attend workshops and events and hold their neighbors accountable because they know each other. We can capitalize on the nature of the community by incorporating more social ways to meet sustainability goals.

Students are busy and respond best to email and short YouTube videos. Link students to Planet Blue Programs and U-M sustainability goals and events:

<https://planetblue.umich.edu/>

4. Target tenants when they are moving into a new place.

This is a fresh start and new beginning when implementing new habits is more reasonable than changing behaviors once a tenant is settled into their new space.

5. Create sustainability cheat sheets, tip emails and include them with your regular communications.

6. Become an A2 Zero Collaborator

To fully realize the A2ZERO plan, the Office of Sustainability and Innovations collaborates with organizations and businesses all over town. Our work wouldn't be possible without the help of these important community members. If you are interested in becoming an A2ZERO Collaborator, please email us at sustainability@a2gov.org.

7. Forward A2 Zero News to your tenants

<https://www.a2gov.org/departments/sustainability/Pages/default.aspx>

8. Offer an online carbon footprint calculator tool.

A short, virtual workshop for tenants to calculate their carbon footprint or simply a link to the tool can empower tenants to be more conscious in their water, energy, and material consumption.

Tips For Landlords

Building Management, Maintenance and Improvements

Partner with you Tenants through Green Leases

<https://www.greenleaseleaders.com/green-lease-library/>

Benchmark your property(ies)

Email a2benchmarking@2030districts.org for assistance.

Conduct an ENERGY TREASURE HUNT

https://www.energystar.gov/sites/default/files/tools/ES_TreasureHunt_Checklist_Multifamily_1.pdf

Start saving with no- and low-cost approaches,
and then use savings to pay for more extensive upgrades:

- **Upgrade your lighting**
If your building relies on inefficient lighting, such as incandescent, halogen, HID, or T12 fluorescent, you're missing out on significant savings. Updating your lighting can be a great first step when it comes to making your building an efficient one.
- **Operations & maintenance best practices**
Efficient building operation reduces operating costs, maintains comfort, and extends equipment lifetime, all without significant capital investment.
- **Checklists of energy-saving measures.**
These checklists include energy-saving measures that can be implemented at no or low cost, or with rapid payback.
- **Energy-efficient products**
Purchasing efficient products reduces energy costs without compromising quality. Learn more about ENERGY STAR certified products, estimate potential savings, and specify them in your purchasing policies and contracts.
- **Energy-saving competitions**
Competitions can be a great way to motivate your team to find new efficiencies, engage occupants in your efforts, and multiply savings across your portfolio – all while helping the environment.
- **Building upgrades**
Maximize your financial and energy savings by taking a staged approach to building upgrades that accounts for energy flows among systems.
- **Water, waste, and renewable energy**
Check out EPA resources to expand your sustainability work to reduce water use, manage waste and materials, or purchase or install renewable energy.

Tips for Landlords

Recommendations for Reducing Waste

- **Encourage buying less, buying used and buying local.**

Reducing one's carbon footprint requires more than buying less stuff (such as flying less, eating less meat, using more public transportation), but it's a good place to start. Use a move as the opportunity to change shopping habits, to give more thoughtfully, to buy more locally and less overall.

- **Focus on improving recycling efforts.**

Tenants know that recycling exists but may not have all the information to utilize the service properly. Providing information on what can and cannot be recycled can help improve the effectiveness of recycling. In family housing, parents may send their children to take out the trash, so education on material waste that is targeted toward youth may also increase the effectiveness of recycling programs.

- **Implement a composting program and work with the City of Ann Arbor to expand curbside composting.**

Pairs well where there is space for a community garden.

- **Provide information on biodegradable and low-waste, zero-plastic packaging options.**

This could be providing trials of sustainable laundry soap options in laundry rooms, encouraging use of reusable grocery bags, promoting bulk food purchases, etc.

Recommendations for Reducing Emissions from Transportation

- **Encourage continued use of A Ride, walking, and public transit.**
Include links to U-M and AAATA resources especially during move in.
- **Plan for EV charging at your properties.**
- **Support car sharing options**
<https://www.zipcar.com/universities/university-of-michigan>

Financing Resources for Multifamily Properties

DTE Incentive Program:

The DTE Energy Multifamily Program offers free energy-saving upgrades* for multifamily building owners to save money on utility bills. Contact us to schedule your FREE energy assessment. Following the assessment, you will receive a Multifamily Savings Report that identifies if your property qualifies for direct install and/or in-unit and common area incentives. To get started, [request your assessment online](#).

For a detailed list of incentives and program requirements, [click here](#).

National Multifamily Housing Council:

<https://www.nmhc.org/advocacy/sustainability/financing/>

Tips for Tenants



Reduce Waste ● **Buy less** ● **Reduce Packaging** ● **Buy Bulk Foods**

Tips on How to Save Energy & Water

- **Get the most out of your thermostat**
Smart thermostats that automatically adjust the temperature of your space are one of the most effective ways to save. Programmable thermostats are also effective if set properly.
Suggested Settings:
Summer: Occupied: 78 °F; sleeping 82 °F
Unoccupied 85 °F
(increase the settings during very hot weather)
- **Blankets and Sweaters Save**
In the winter, dress warmly and sleep with an extra blanket. Your body's own heat will keep you warm while you save on heating by turning down the thermostat.
- **Take a Shower Instead of a Bath**
Showers use less hot water than baths, so you'll save on water heating costs—the second highest energy cost in a home.
- **Turn Things Off Before You Leave**
Lights, fans, TVs and electronics: turn them off before you leave. Build this habit as the simplest way to save.
- **Use Power Strips With On/Off Switches**
Your microwave, air conditioner, electronics and more may be using substantial standby power even when they're "off." Put a stop to stealthy power drains with a power strip you can shut off.
- **Move Furniture Away From Air Ducts/Baseboard heat**
Your heating and cooling system works best when nothing blocks the flow of air around your ventilation ducts or baseboards. Shift that sofa or move your bed to let the air flow freely.
- **Look for leaks and other maintenance issues**
One simple water leak, a constantly running toilet or a window not fully sealed can cost you big when it comes to monthly utilities. Every so often, scan your apartment for potential hazards or broken objects and then let your landlord know.
- **Set your water heater to its ideal temperature: 120 °F**

Tips for Tenants



Tips by Room

• In the Kitchen

- When cooking, peel and clean vegetables in a large bowl of water instead of under running water.
- Fill your sink or basin when washing and rinsing dishes.
- Only use garbage disposal when necessary (composting is a great alternative).

• Shower/Bath

- A ten-minute shower can use less water than a full bath.
- With a low-flow shower head, a 10-minute shower will use about 25 gallons of water, saving you five gallons of water over a typical bath.
- A new showerhead also will save energy beating out both the bath and an old-fashioned showerhead.
- Turn off the water when you brush your teeth, shave etc.

• Dishwashing

- Save water by scraping dishes instead of rinsing them before loading in the dishwasher. Run your dishwasher with a full load and use the air-dry option if available. De-select heated dry.
- Hand washing: Use one basin for suds, and one for cool rinse. Avoid washing and rinsing under a running tap. Skip the towel, better to air-dry instead

• Clothes Washing

- Wash your laundry with cold water whenever possible. To save water, try to wash full loads or, if you must wash a partial load, reduce the level of water appropriately.
- Hot water heating accounts for about 90 per cent of the energy your machine uses to wash clothes — only 10 percent goes to electricity used by the washer motor. Most clothes can effectively be washed exclusively with cold water, using cold water laundry detergents.
- Washing full loads can save you more than 3,400 gallons (about half the volume of a large U-Haul truck) of water each year.

• Clothes Drying

- Air Dry Your Clothes When You Can. Airdrying your clothes will reduce your energy bill, and it's less damaging to your clothes too. Purchase a clothes drying rack and/or a clothes line.
- Don't over dry your clothes. If your dryer has a moisture sensor that will automatically turn the machine off when clothes are done, use it to avoid over drying. Dry full loads or reduce drying time for partial loads. Many dryers come with energy-saving moisture or humidity sensors that shut off the heat when the clothes are dry. If you don't have this feature, try to match the cycle length to the size and weight of the load. Dry similar material types together.
- Clean the lint trap before each load. The lint trap is an important energy saver. Dryers work by moving heated air through wet clothes, evaporating, and then venting water vapor outside. If the dryer cannot provide enough heat, or move air sufficiently through the clothes, it will take longer to dry, and may not dry at all. One of the easiest things you can do to increase drying efficiency is

Talk to your landlord

If you try these tips and tricks, but still want to improve your residence's energy efficiency then there's no harm in approaching your landlord. You can ask if the property owner is willing to make some changes around the apartment or townhome like installing a smart thermostat or weatherstripping windows. If not, you can always follow up by asking if you can make the improvements yourself to be reimbursed later.

Move-In/Move-Out

Sustainable Move-in/Move-Out Tips

- Have less stuff.
- Collect used cardboard boxes from local shops.
- Order reusable moving boxes: <https://www.uhaul.com/Plastic-Moving-Boxes/>

General Resources

- Food prep/storage tool donation: <https://agentchange.org/food-tool-donation>
- University of Michigan's Waste Search Tool: <http://ocs.umich.edu/where-to-throw>
- If you have other waste that you are unsure how to dispose of, recycle Ann Arbor's A-Z Recycling Guide has you covered. Just type in the item you want to throw away to learn how to best dispose of it.
- You can also check out the City of Ann Arbor's Spring 2022 Move In/Out page for details about the city's solid waste collection area on East University.
- Live Zero Waste Ann Arbor shares zero-waste lifestyle tips on their blog such as:
 - How to compost
 - How to stop junk mail
 - How to reduce clothing waste
 - How to reduce household waste

Green Cleaning Products

- make your own natural cleaning products
- <https://nymag.com/strategist/article/best-natural-organic-cleaning-products.html>
- Dropps laundry detergent



Resources

Donation Drop Sites

- **Ann Arbor PTO Thrift Shop**
Location: 2280 S. Industrial Hwy.
 - Open for Donations: Monday, Thursday, Friday from 10am to 6pm, Saturday from 10am to 5pm, and Sunday from 12pm to 4pm.
 - The PTO Thrift Shop accepts clothing, books, kitchenware and small appliances in good condition. List of acceptable donations.
 - The money earned from the resale of items goes to benefit Ann Arbor public schools and their extracurricular programs.
- **Goodwill**
Location: 3782 Carpenter Rd
 - Open for Donations: Monday through Saturday from 8:00am to 8:00pm, and Sundays from 11:00am to 5:00pm.
 - All Goodwill retail locations accept clothing, electronics, furniture, and home goods. See Goodwill Detroit for a full list.
 - Proceeds from the resale of donations support local people in the Greater Detroit area.
- **Kiwanis**
Location: 100 N. Staebler Rd., Suite C, at Jackson Rd.
 - Drop off donations are accepted only on Saturdays from 9am to Noon, weather permitting.
- **Sharehouse**
Location: 5161 Jackson Road

Pick-Up Services

- **Salvation Army**
 - Schedule a free pick-up online, and let them know what you will be donating.
 - Clothing, furniture and appliances are accepted in good condition. Check out Salvation Army's value guide to determine the tax deductible value for your donations.
- **Ann Arbor ReStore**
 - Donate to the Habitat for Humanity of Huron Valley. You can schedule a free pick-up Monday through Friday between 9am and 5pm on the ReStore website or by calling (734) 323-7028.
 - Fill out the Ann Arbor ReStore's online form and upload photos of the items you wish to donate.



Seasonal Tips



Spring/Summer | Energy Saving Tips

- **Set your Thermostat to Cooling mode**

Suggested Settings:

Occupied: 78 °F; sleeping 82 °F

Unoccupied 85 °F

- **Use Your Windows to Keep Out Heat**

Close curtains to keep the sun out.

- **Operate Your Thermostat Efficiently**

Keep your space warmer than normal when you are away, and lower the thermostat setting when you return home and need cooling. A programmable thermostat allows you to do this automatically and without sacrificing comfort.

Avoid setting your thermostat at a colder setting than normal when you first turn on your air conditioner. It will not cool your home any faster and could result in excessive cooling and unnecessary expense.

- **Use Fans and Ventilation Strategies to Cool Your Home**

- Open windows, especially at night and when it is not humid.
- Use and then turn off ceiling fans when you leave the room. Fans cool people, not rooms, by creating a wind chill effect.
- When you shower or take a bath, use the bathroom fan to remove heat and humidity from your home.

- **Keep Your Cooling System Running Efficiently**

- Avoid placing lamps or TV sets near your room air-conditioning thermostat. The thermostat senses heat from these appliances, which can cause the air conditioner to run longer than necessary.
- Vacuum your air intake vents regularly to remove any dust buildup. Ensure that furniture and other objects are not blocking the airflow through your registers.

Seasonal Tips



Fall/Winter | Energy Saving Tips

- **Set your Thermostat for heating**

Suggested Settings:

Occupied: 68 °F; sleeping 60-65 °F

Unoccupied 55-60 °F

- **Let the Sun in During the Day**

There's a reason the family cat likes to nap in sunbeams — the sun is a fantastic source of free heat. By opening your curtains and blinds during the daytime, you take advantage of the green house effect and allow the sun to naturally heat your home.

- **Close the Curtains at Night**

Unfortunately, windows can also be a source of heat loss, as they are not as well insulated as your walls. Close your curtains and blinds when the sun goes down to prevent cold chills from cooling your home. Consider purchasing insulated curtains to maximize the energy efficiency of your windows.

- **Eliminate Air Leaks and Drafts**

Air sealing your home is simple, effective, and relatively inexpensive. Caulking and weather stripping will usually pay for themselves in energy savings within a year. Use caulk for cracks and openings between stationary objects like door and window frames. You can use weatherstripping around anything that moves, like the door itself or window sashes.

- **External Doors**

Doors are a major trouble spot for drafts. If you have a drafty door, check the weather stripping and seals around the door frame. Notify your landlord of any damaged or missing weather stripping or broken seals.

- **Windows**

Windows can be a major source of drafts and heat loss. Insulate your windows in winter by sealing the frame with clear plastic cling wrap. Window film is cheap, easy to apply, easy to remove in spring, and can be found at any home improvement store or online. It will only cost a few bucks to insulate every window in your home, but the savings on your heating bill will be big.

- **Stay Warm With Clothes and Blankets**

It's much more cost effective to warm your body than your house. Keep the thermostat low and compensate by wearing a nice sweater and warm socks around the house. Stay toasty at night under a thick blanket, comforter, or duvet.

- **Keep the Air Circulating**

Everyone knows that ceiling fans are a great way to stay cool in the summer, but did you know that they can also help keep you warm in winter?

Normally, ceiling fans rotate counterclockwise, pushing air down and producing a slight wind chill effect, allowing you to feel cooler. However, most ceiling fans have a reverse switch that will enable them to turn clockwise, producing an updraft and moving the warm air that collects near your ceiling down into the rest of the room.

- **Choose LED Lights for Your Decorations**

If you're planning an elaborate Christmas light show this holiday season, consider using LED lights. LED lights are the most energy-efficient lighting option currently available. They use 75% less energy than standard incandescent lights and last 25 times longer.

- **After Using the Oven, Leave the Door Ajar**

Heating your home entirely with your oven would be an impractical waste of energy. However, if you're using it anyway, there's no sense in letting that heat go to waste.

Posters

ANN ARBOR
2030
DISTRICT®

City of Ann Arbor Curbside Recycling

YES! RECYCLE WITH CONFIDENCE.



All items must be clean, dry, & empty.

- Screw caps onto plastic
- Remove caps from glass
- Flatten cardboard
- Labels may be left on.



Metal



Plastic Bottles & Tubs



Glass



Aseptic Containers



Mixed Paper



Cardboard & Boxboard

NO. WHEN IN DOUBT, LEAVE IT OUT.



Many of these items can be recycled at drop-off recycling centers.

Please visit www.a2gov.org/recycle for additional details.



Plastic Bags & Film



Cups



Styrofoam™



Batteries & Electronics



Glass & Ceramic Dishes



Textiles



Food Waste



Syringes



Lightbulbs



Automotive & Liquids

The City of Ann Arbor contracts with Recycle Ann Arbor for residential recycling collection and the Drop-Off Station 734-662-6288 / www.recycleannarbor.org

For more information please visit www.a2gov.org/recycle





COMPOST



YES! COMPOST WITH CONFIDENCE.

BPI Certified Compostable Ware

BPI labeled products, i.e. compostable bags, containers, silverware, etc.



Biodegradable Products Institute

bpiworld.org



Coffee Grounds & Filters



Yard Waste



Paper Towels, Napkins



Meat & Bones



Food Scrapings

NO. WHEN IN DOUBT, LEAVE IT OUT.



If any of these items are found (or present) in our compostables, service may be rejected.



Plastic Bags & Film



Cups. Unless BPI-Certified Compostable



Recyclables



Candy Wrappers



Trash



Cups & Straws



Food Wrappers



Office Supplies



Cardboard



Thank you for keeping Ann Arbor green!

SUSTAINABLE LAUNDRY TIPS



1. **Wash with cold water.** Switching from warm water to cold water can cut one load's energy use by more than half, and by using a cold-water detergent, you can still achieve that brilliant clean you'd normally get from washing in warm water.
2. **Use Concentrated and Biodegradable Laundry Soap**
 - Tru Earth Laundry Detergent Sheets/Eco-Strips
 - Dropps Stain & Odor Laundry Detergent Pods
 - ECOS Laundry Detergent
 - Puracy Natural Laundry Detergent
 - Seventh Generation Detergent
 - Biokleen Natural Laundry Detergent
 - Molly's Suds Natural Oxygen Whitener
 - Tide Purclean
3. **Avoid Using Chlorine Bleach.**
4. **Wash full loads when possible.** Your washing machine will use the same amount of energy no matter the size of the clothes load, so fill it up if you can.
5. **Use the high-speed or extended spin cycle in the washer.** This setting will remove more moisture before drying, reducing your drying time and the extra wear on clothing.
6. **Air dry when possible.** Use a drying rack or clothes line.
7. **Dry heavier cottons separately.** Loads will dry faster and more evenly if you separate heavier cottons like linens and towels from your lightweight clothing.
8. **Make use of the "cool down" cycle.** If your dryer has this cycle option, you can save energy because the clothes will finish drying with the remaining heat in the dryer.
9. **Use lower heat settings to dry clothing.** Regardless of drying time, you'll still use less energy.
10. **Use dryer balls.** Dryer balls, usually wool or rubber, will help keep clothes separated for faster drying, and they can help reduce static, so you can eliminate dryer sheets.
11. **Switch loads while the dryer is warm.** This allows you to take advantage of the remaining heat from the previous cycle.
12. **Clean the lint filter after each drying cycle.** If you use dryer sheets, remember to scrub the filter once a month with a toothbrush to remove excess buildup.
13. **Turn your clothes inside out before washing.** The colors of garments can be protected and snags between garments can be avoided.
14. **Wash your clothes less often.** Instead, air out your clothes to refresh and spot treat stains when they happen.