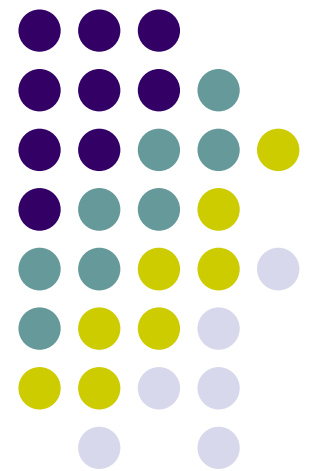


A Tale of Two Recoveries

**How Deutsche Bank, Ocwen
Financial, and Altisource Failed to
Maintain Its Bank-Owned Homes
in African American and Latino
Neighborhoods in the Greater
Palm Beaches, FL Area.**



Overview: Maintenance Investigation of Bank-Owned Homes



- This PowerPoint reflects the investigation by the **Fair Housing Center of the Greater Palm Beaches** over 3 years from 2014-2016.
- Banks claim to preserve and maintain their properties to the same standard of maintenance as is found in the neighborhood. NFHA and partners took photos of the bank-owned homes and neighboring homes to put into context how Deutsche Bank, Ocwen, and Altisource failed to maintain their properties in African American and Latino neighborhoods across the country.
- These investigations are about routine maintenance on the outside of the bank-owned homes. Banks are paid to mow lawns, remove trash/debris left by the previous owner or litterer, and secure doors and windows to thwart vandalism and squatters.
- Boarded doors and windows, overgrown grass, invasive plants, and trash and debris on the property detract from the home's curb appeal to owner-occupant buyers.

Methodology for Investigation



- For every bank-owned home, there were 39 maintenance or marketing factors evaluated on a checklist.
- The investigator simply marked “yes” or “no” as to whether the deficiency was present at the property.
 - For example, 1 broken window would count as 1 deficiency; likewise, 3 broken windows would count as 1 deficiency.
- Photos were taken of the bank-owned home and neighbors on both sides and across the street.

Methodology for Investigation



Curb Appeal

- Trash, Leaves, Overgrown Grass, Overgrown Shrubs, Invasive Plants, Dead Grass



Structure

- Broken Windows, Broken Doors, Damaged Fences, Damaged Roof, Holes, Wood Rot



Signage

- Trespassing/warning signs, "Bank owned", "Auction", or "Foreclosure" signs, "For Sale" signs missing or broken/discarded



Methodology for Investigation



Paint/Siding

- Graffiti, excessive peeling/chipped paint, damaged siding



Gutters

- Missing, out of place, broken, hanging, obstructed



Water Damage

- Mold, discoloration, excessive rust, erosion



Utilities

- Tampered with or exposed

Investigation



- A total of **41** Deutsche Bank properties were evaluated in the Greater Palm Beaches, FL metro area
 - 1 Deutsche Bank property was located in a predominantly African-American community
 - 11 Deutsche Bank properties were located in predominantly Latino communities
 - 9 Deutsche Bank properties were located in a community with a majority of non-White residents
 - 20 Deutsche Bank properties were located in predominantly White communities.

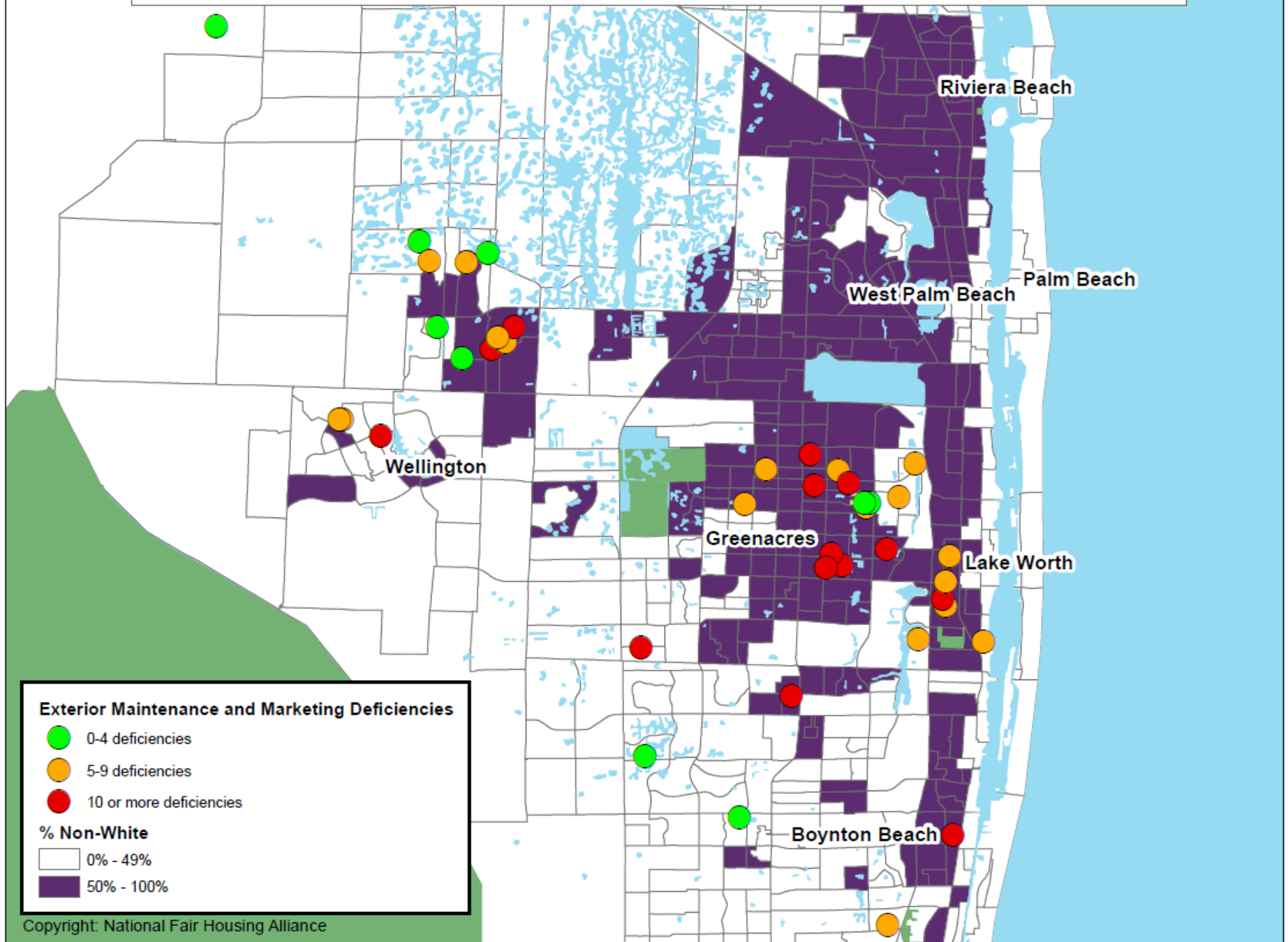
Greater Palm Beaches, FL

Racial Disparities



- 81.1% of Deutsche Bank properties in communities of color had **trash or debris** on the premises, while only 25.0% of properties in White communities had the same problem.
- 61.9% of Deutsche Bank properties in communities of color had **overgrown or dead shrubbery**, while only 45.0% of properties in White communities had the same problem.
- 52.4% of Deutsche Bank properties in communities of color had **unsecured or boarded doors**, while only 30.0% of properties in White communities had the same problem.
- 61.9% of Deutsche Bank properties in communities of color had **broken or boarded windows**, while only 20.0% of properties in White communities had the same problem.

Greater Palm Beaches, FL Deutsche Bank Exterior REO Maintenance



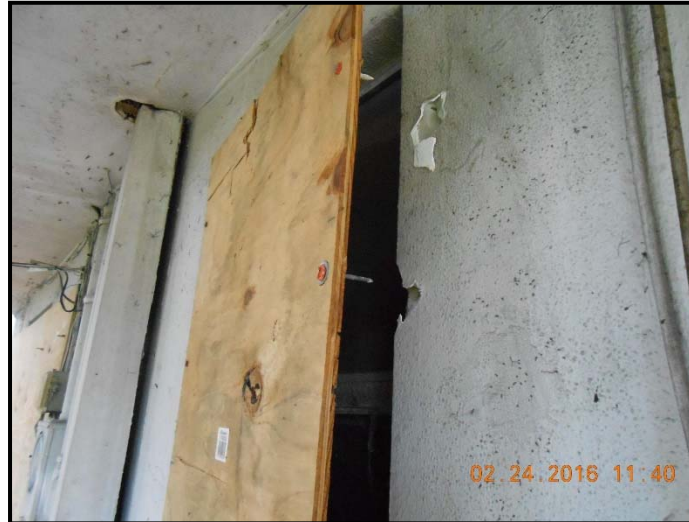
61.9% of Deutsche Bank properties in Communities of Color Had Trash or Debris



81.1% of Deutsche Bank properties in Communities of Color Had Overgrown or Dead Shrubbery



81.1% of Deutsche Bank properties in Communities of Color Had Broken or Boarded Windows





Examples of Deutsche Bank Homes in the Greater Palm Beaches area in Communities of Color

2014 - 2016

Deutsche Bank home in an African American Community in Boynton Beach, FL in 2016



**This property is listed for sale on Hubzu.com
with an overgrown yard full of trash.**



**Deutsche Bank/Ocwen haphazardly boarded
this home's windows and doors.**



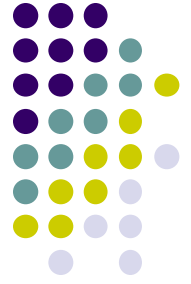
Here Deutsche Bank / Ocwen boarded over another board.



Deutsche left more trash and overgrowth on the side of the home.



Deutsche Bank home in a Latino Community in West Palm Beach, FL in 2016



This home has severe invasive growth left by Deutsche Bank to overtake the siding and roof.



Deutsche Bank has clearly neglected these gutters for a very long time.



All around the property there are overgrown shrubs that need to be trimmed.



Someone broke into this home and graffitied the inside. How does Deutsche Bank expect to sell this home to an owner-occupant with graffiti covering all of the home's walls?



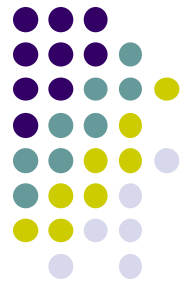
Deutsche Bank home in a Latino Community in West Palm Beach, FL in 2016



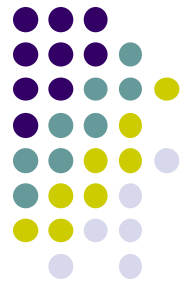
From the front yard we can see Deutsche Bank's neglect, and it only gets worse as we go around to the side and back...



The side of the home is overgrown with piles of trash on the concrete.



The other side of this home looks the same, with more trash and debris as well as a broken fence.

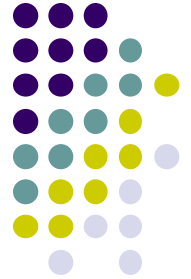


The backyard is also completely overgrown, with more trash.



This Deutsche Bank home has a busted-out window as well as an unsecured shed.





Here are the well-maintained neighbors who have to live next to Deutsche Bank's overgrown and unsecured property.



Their yards are free of trash and debris unlike Deutsche Bank.

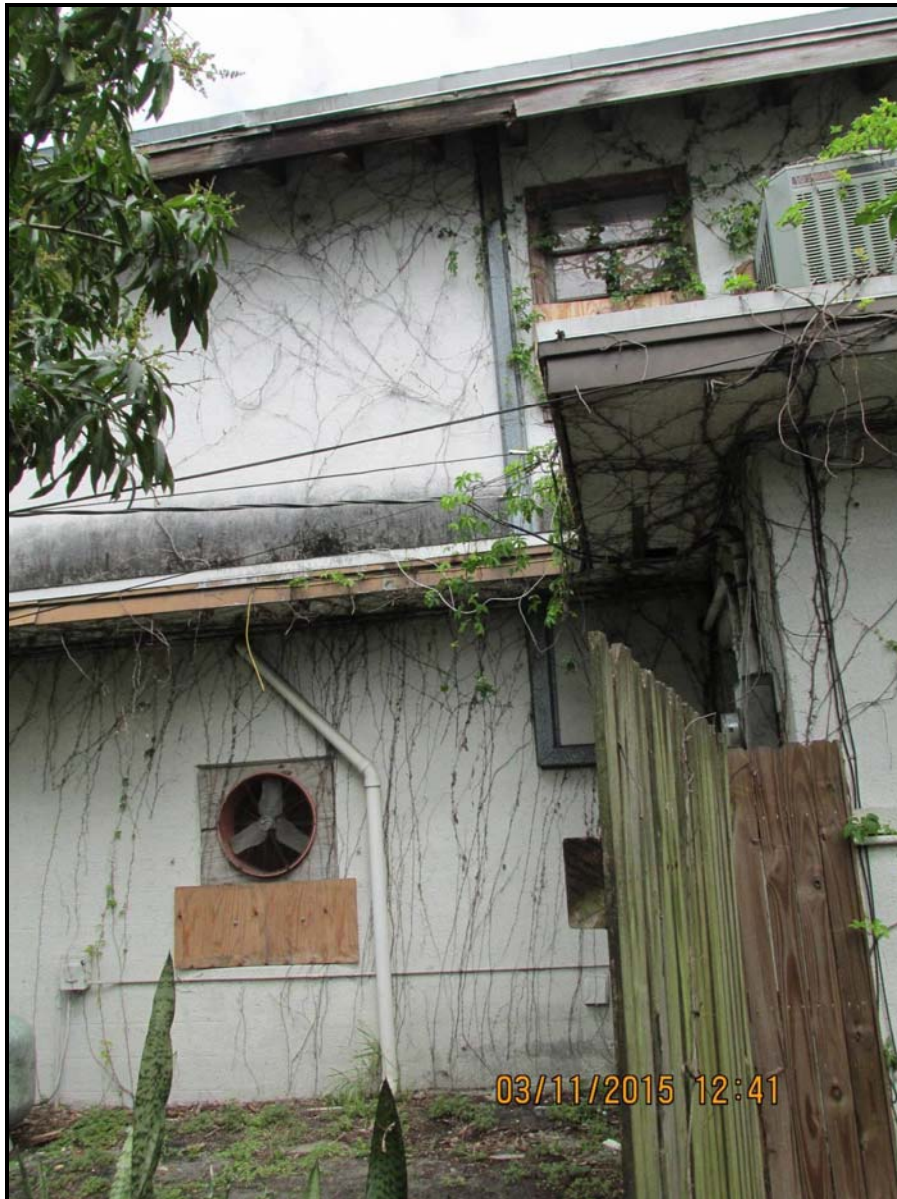
Deutsche Bank/Ocwen home in a Latino Community in Lake Worth, FL in 2015



Deutsche Bank/Ocwen has boarded this home's door and various windows, creating an eyesore for the community.



Additional windows and doors that Deutsche Bank/Ocwen chose to board instead of fixing or replacing.



There is trash, overgrown shrubbery, and dead leaves all around the property.

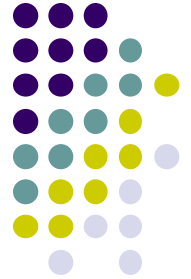


More dead shrubbery, leaves, and trash.



In addition to trash, this gutter is missing a downspout and is allowing water to run straight into the home's foundation.





These neighbors are taking good care of their homes and yards and should not have to live next to Deutsche Bank/Ocwen's poorly maintained property.



Deutsche Bank home in a Latino Community in West Palm Beach, FL in 2014



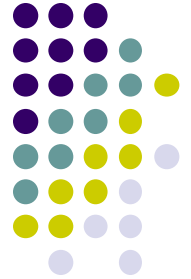
In the backyard there are dead leaves, trash, and overgrown shrubbery.



Here a huge swarm of honey bees is entering and exiting a hole in the soffit.
What potential homebuyer would be interested in seeing this home?



More insects sit on the side of this Deutsche Bank property.

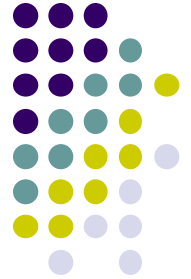


Here a lizard sticks its head out of an unsecured hole left open by Deutsche Bank.



This window has broken slats and a broken screen, inviting in insects, animals, and the elements.

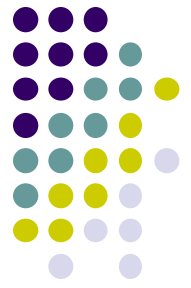




Examples of Deutsche Bank homes in the Greater Palm Beaches area in White Communities

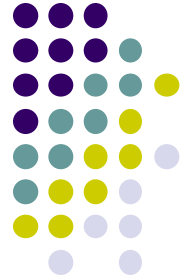
2014 - 2016

Well-maintained Deutsche Bank/Ocwen homes in White communities



Deutsche Bank home in a White community in Palm Springs, FL in 2015





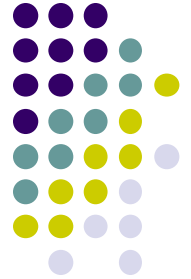
The grass is mowed and the yard is free of trash and debris.



Deutsche Bank has maintained this home nicely and ensured that it has great curb appeal.



Deutsche Bank/Ocwen home in a White community in Royal Palm Beach, FL in 2015



Again, Deutsche Bank/Ocwen has kept this home's yard mowed and clear of trash and debris.



The backyard is mowed and clean as well.



Every side of this home has great curb appeal.

