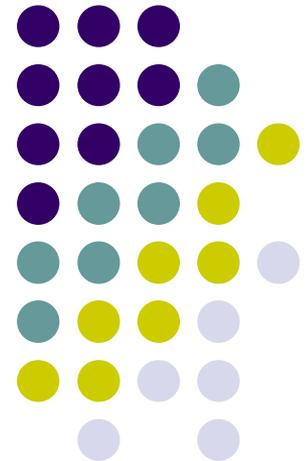


# **A Tale of Two Recoveries**

**How Deutsche Bank, Ocwen Financial, and  
Altisource Failed to Maintain Its Bank-  
Owned Homes in African American and  
Latino Neighborhoods in the Denver, CO  
Metro Area.**



# Overview: Maintenance Investigation of Bank-Owned Homes



- This PowerPoint reflects the investigation by the **Denver Metro Fair Housing Center** over 4 years from 2013-2015. These investigations are part of a larger, nationwide investigation involving the National Fair Housing Alliance (NFHA) and 19 fair housing center partners.
- 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 **21** Deutsche Bank properties were evaluated in the Denver, CO metro area
  - 2 Deutsche Bank properties were located in predominantly African-American communities
  - 8 Deutsche Bank properties were located in predominantly Latino communities
  - 3 Deutsche Bank properties were located in predominately non-White communities
  - 8 Deutsche Bank properties were located in predominantly White communities

# Denver, CO Metro Area

## Racial Disparities



- **53.8%** of Deutsche Bank properties in communities of color had **trash or debris** on the premises, while only 12.5% of properties in White communities had the same problem.
- **69.2%** of Deutsche Bank properties in communities of color had **overgrown or dead shrubbery**, while only 12.5% of properties in White communities had the same problem.
- **53.8%** of Deutsche Bank properties in communities of color had **unsecured or boarded doors**, while only 25.0% of properties in White communities had the same problem.
- **69.2%** of Deutsche Bank properties in communities of color had **broken or boarded windows**, while none of properties in White communities had the same problem.

Berkley

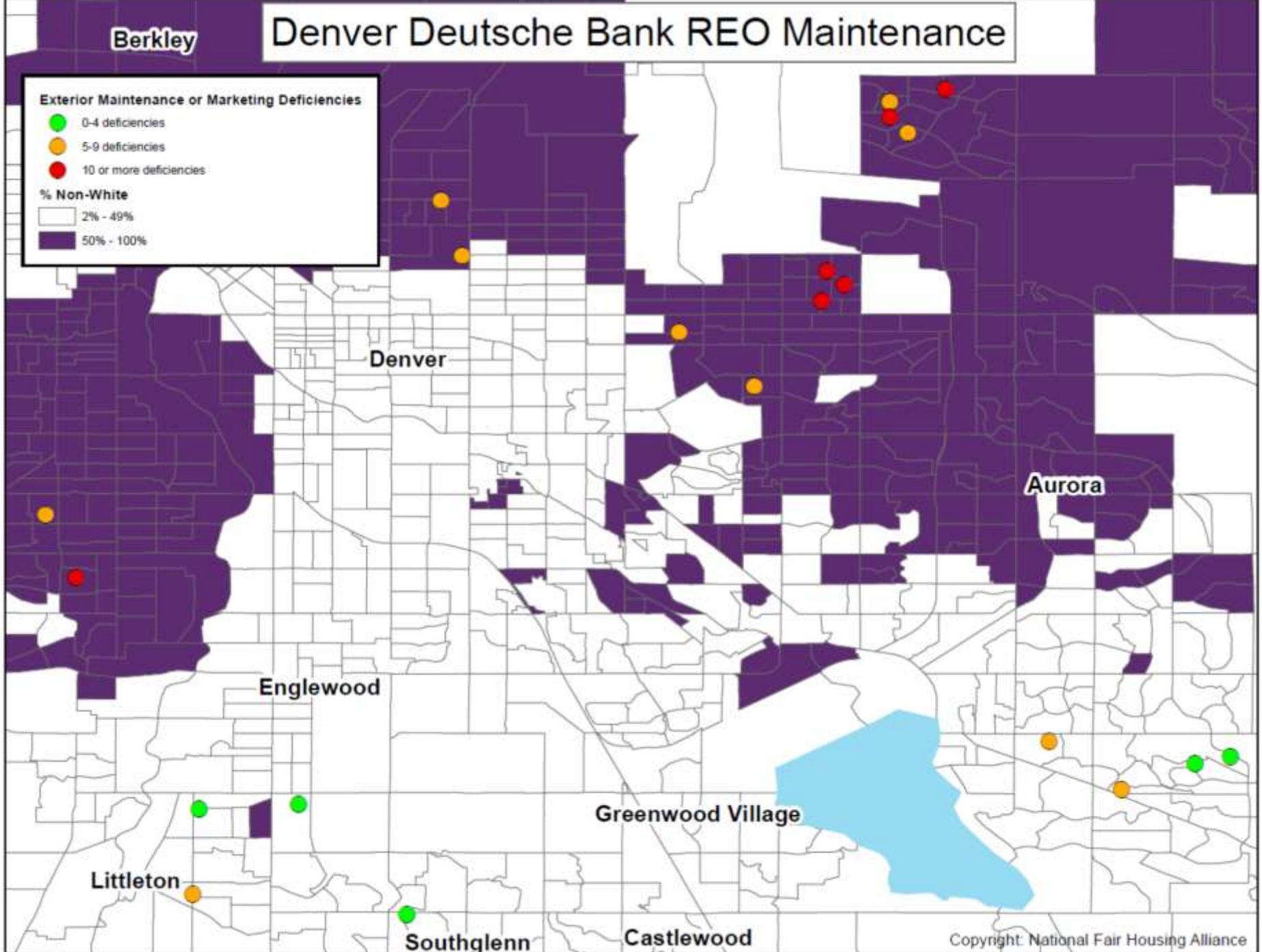
# Denver Deutsche Bank REO Maintenance

## Exterior Maintenance or Marketing Deficiencies

- 0-4 deficiencies
- 5-9 deficiencies
- 10 or more deficiencies

## % Non-White

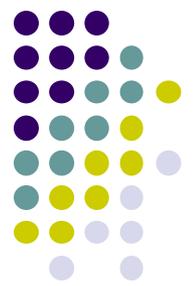
- 2% - 49%
- 50% - 100%



# 53.8% of Deutsche Bank Properties in Communities of Color Had Trash or Debris



# 69.2% of Deutsche Bank Properties in Communities of Color Had Overgrown or Dead Shrubbery



# 69.2% of Deutsche Bank Properties in Communities of Color Had Broken or Boarded Windows

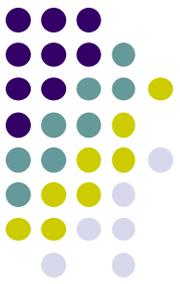




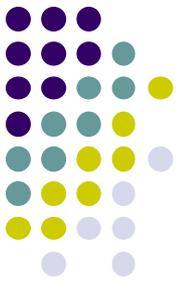
# **Examples of Deutsche Bank Homes in the Denver, CO Metro Area in Communities of Color**

**2013 - 2016**

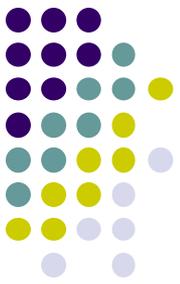
# Deutsche Bank home in an African American and Latino community in Denver in 2014.



The backyard is covered in trash and overgrown grass.



**What potential homebuyer would be interested in this home when the backyard is in this shape?**



More trash and debris that Deutsche Bank left at the home.



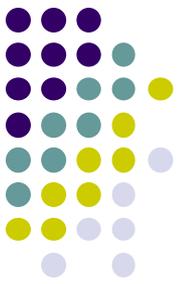
Deutsche Bank is supposed to fix broken steps and handrails. A potential homebuyer would not be able to exit the back of the home safely with these stairs.



**Both of the back doors are unsecured and neither one can be locked from the outside.**



# Deutsche Bank/Ocwen/Altisource home in a Latino community in Aurora in 2014.



At first glance this home doesn't look too awful. However, when you take a closer look...

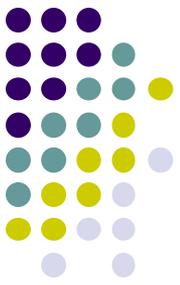


**Deutsche Bank hasn't trimmed these shrubs in a long time. You would have to walk through them to get to the back of the house.**

The backyard is not any better – weeds cover the lawn.



Deutsche Bank has also left a bird's nest, a broken window, accumulated mail, and trash at the property.





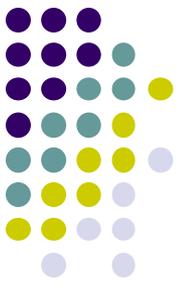
**The neighbors are well-maintained and should not have to live next door to this poorly maintained Deutsche Bank property.**



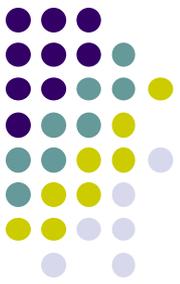
Deutsche Bank home in a Latino community in Denver in 2014.



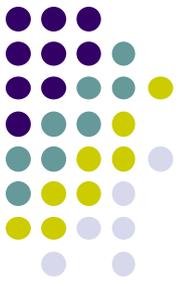
Various windows on the home are boarded,  
and others are very dirty and need cleaning.



The backyard is covered in dead leaves and trash.



# More dead leaves...



More dead leaves, and a misplaced gutter splash block.



**Deutsche Bank did not properly secure the door to the home's attached garage, and it is easily accessed.**



**Deutsche Bank/Ocwen/Altisource home in a Latino community in Denver in 2013.**



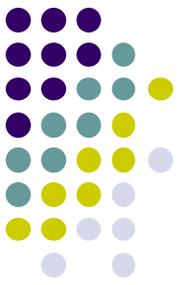


**This mailbox should be empty. Mail in the mailbox signals to people passing by that the home is vacant and is not monitored on a routine basis.**

Overgrown grass can be seen under the layer of snow in the yard.



**Instead of fixing this broken window Deutsche Bank just placed a board behind it, leaving it as an eyesore.**





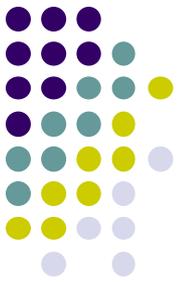
# **Examples of Deutsche Bank homes in the Denver, CO Metro Area in White Communities**

**2013 - 2016**

# Examples of Deutsche Bank homes in White communities in the Denver Metro Area

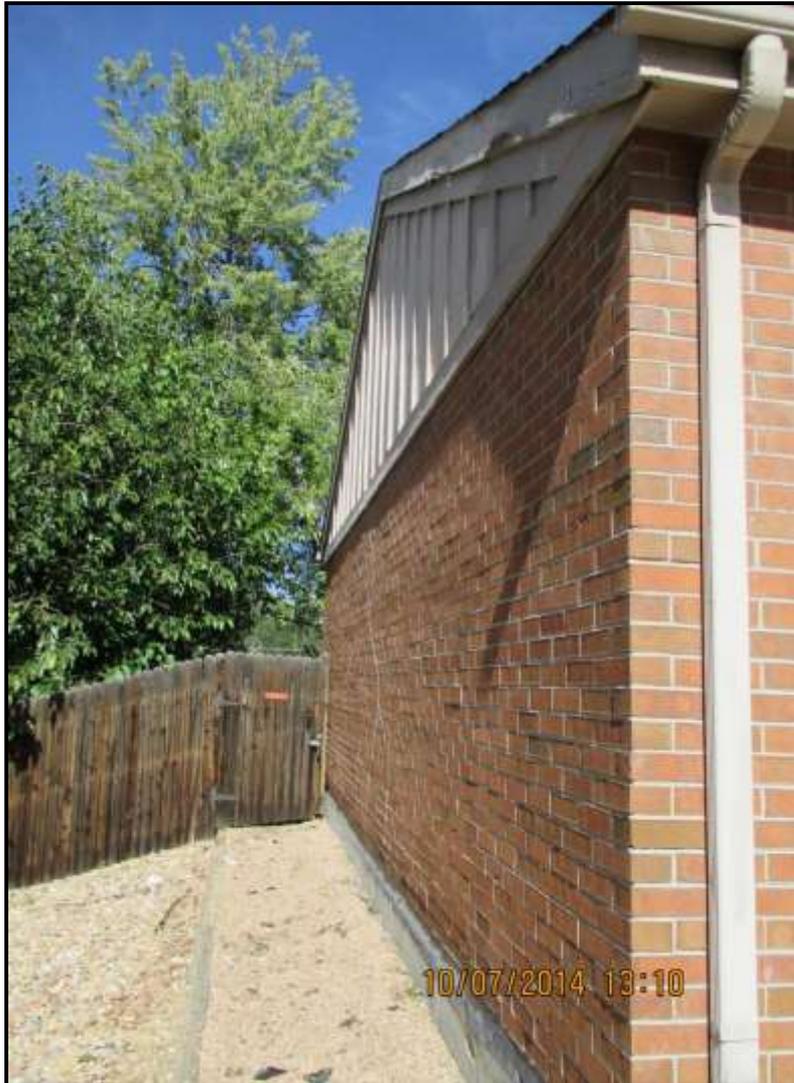
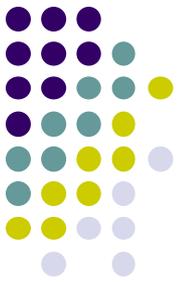


# Deutsche Bank home in a White community in Centennial in 2014.

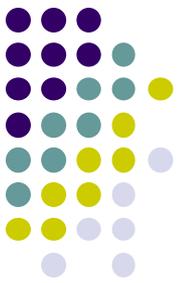


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The sides of the home are clean and free of trash and debris.



All of the windows and doors are in good shape. This home has great curb appeal and is appealing to a potential homebuyer.



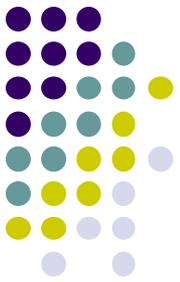
The yard has some dead grass, but the shed is secure and there is no trash or overgrown shrubbery anywhere to be found.



# Deutsche Bank home in a White community in Centennial in 2013.



The backyard is mowed and free of trash and debris.



**Deutsche Bank made sure this large porch had handrails.  
There are no broken doors or windows.**

