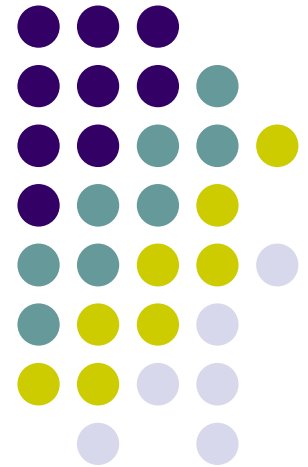
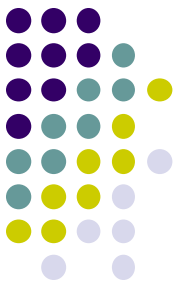


A Tale of Two Recoveries

**How Deutsche Bank, Ocwen
Financial, and Altisource Failed to
Maintain Its Bank-Owned Homes in
African American and Latino
Neighborhoods in Hartford, CT**



Overview: Maintenance Investigation of Bank-Owned Homes



- This PowerPoint reflects the investigation by the **Connecticut Fair Housing Center** over 4 years from 2013-2016. 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



- In the Hartford, CT metropolitan area, the investigation included **16** Deutsche Bank properties
 - 5 were located in predominantly African-American neighborhoods
 - 2 were located in predominantly Latino neighborhoods
 - 5 were located in predominantly non-White neighborhoods
 - 4 were located in predominantly White neighborhoods.

Hartford Racial Disparities



- **58.3%** of the Deutsche Bank properties in neighborhoods of color had substantial amounts of **trash on the premises**, while only 25.0% of the properties in predominantly White neighborhoods had the same problem.
- **91.7%** of the Deutsche Bank properties in neighborhoods of color had **overgrown grass and leaves**, while only 50.0% of the REO properties in predominantly White neighborhoods had the same problem.
- **58.3%** of the Deutsche Bank properties in neighborhoods of color had **overgrown or dead shrubbery**, while none of the properties in predominantly White neighborhoods had the same problem.
- **25.0%** of the Deutsche Bank properties in neighborhoods of color had **unsecured or broken doors**, while none of the properties in predominantly White neighborhoods had the same problem.

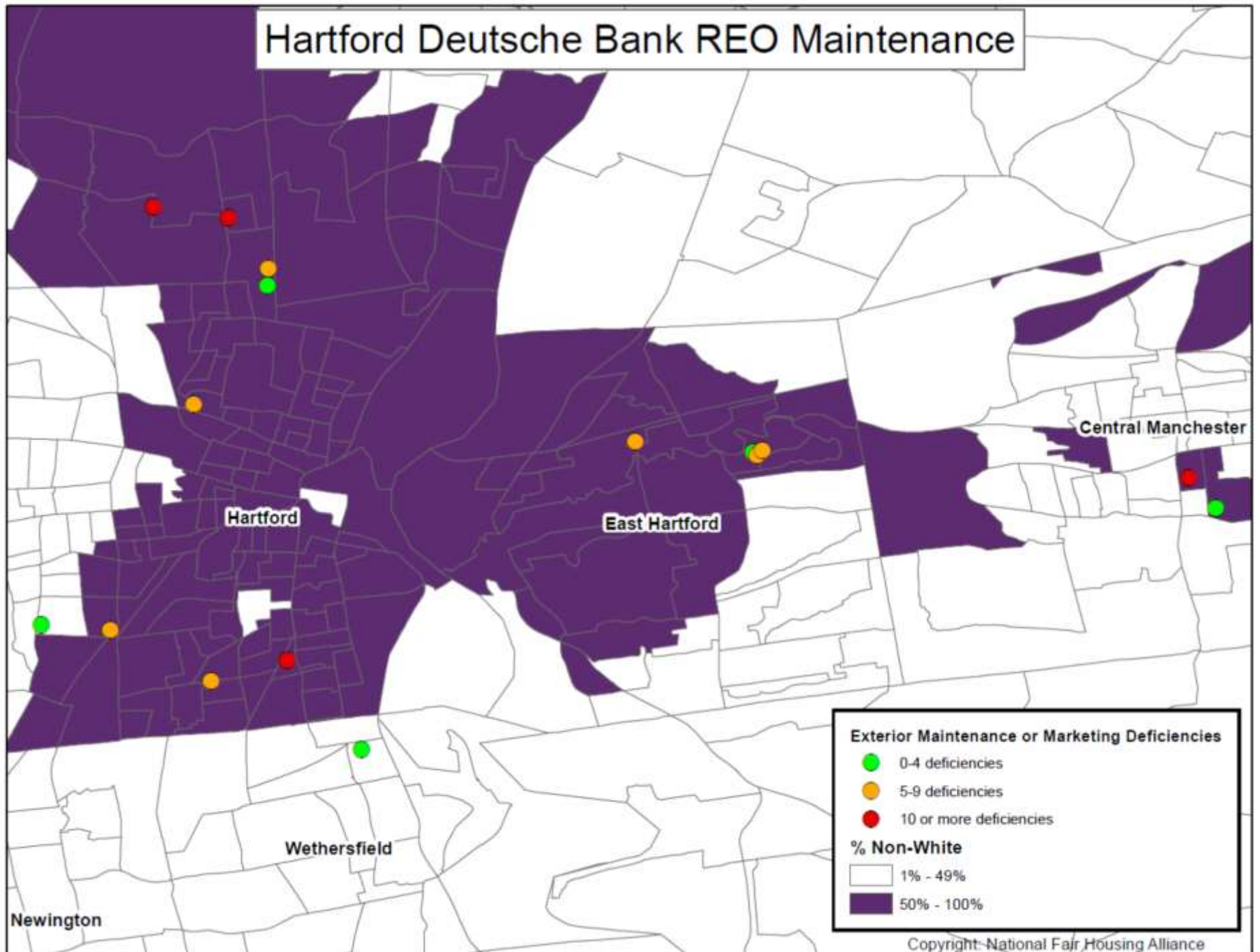
58% of properties in Hartford's Non-White neighborhoods had trash or debris on premises



92% of properties in Hartford's Non-White neighborhoods had overgrown grass or leaves



Hartford Deutsche Bank REO Maintenance





Examples of Deutsche Bank Homes in Communities of Color in Hartford

in 2016



This is a Deutsche Bank property in a predominantly Non-white neighborhood in Hartford. While it doesn't look too bad from the front...



...once investigators walked to the side and back of the property, it was clear that no one was maintaining the home. There was trash and dead leaves accumulated all over the property.

05/27/2016



This photograph of the back yard shows that trash was left among overgrown grass and weeds.



Here's another pile of trash found on the property among overgrown weeds and a pile of dead leaves.

05/27/2016



The back view of the property shows that the back stairs were broken and left hanging. This is completely unsafe for potential buyers viewing the home and is an indication that no one is maintaining this property.



Meanwhile, these neighboring properties were in good condition and have good curb appeal. However, because of Deutsche Bank's neglect, these neighbors have been forced to live next to a poorly-maintained property.



This is another example of a home owned by Deutsche Bank in a non-White neighborhood in Hartford.

03/27/2016



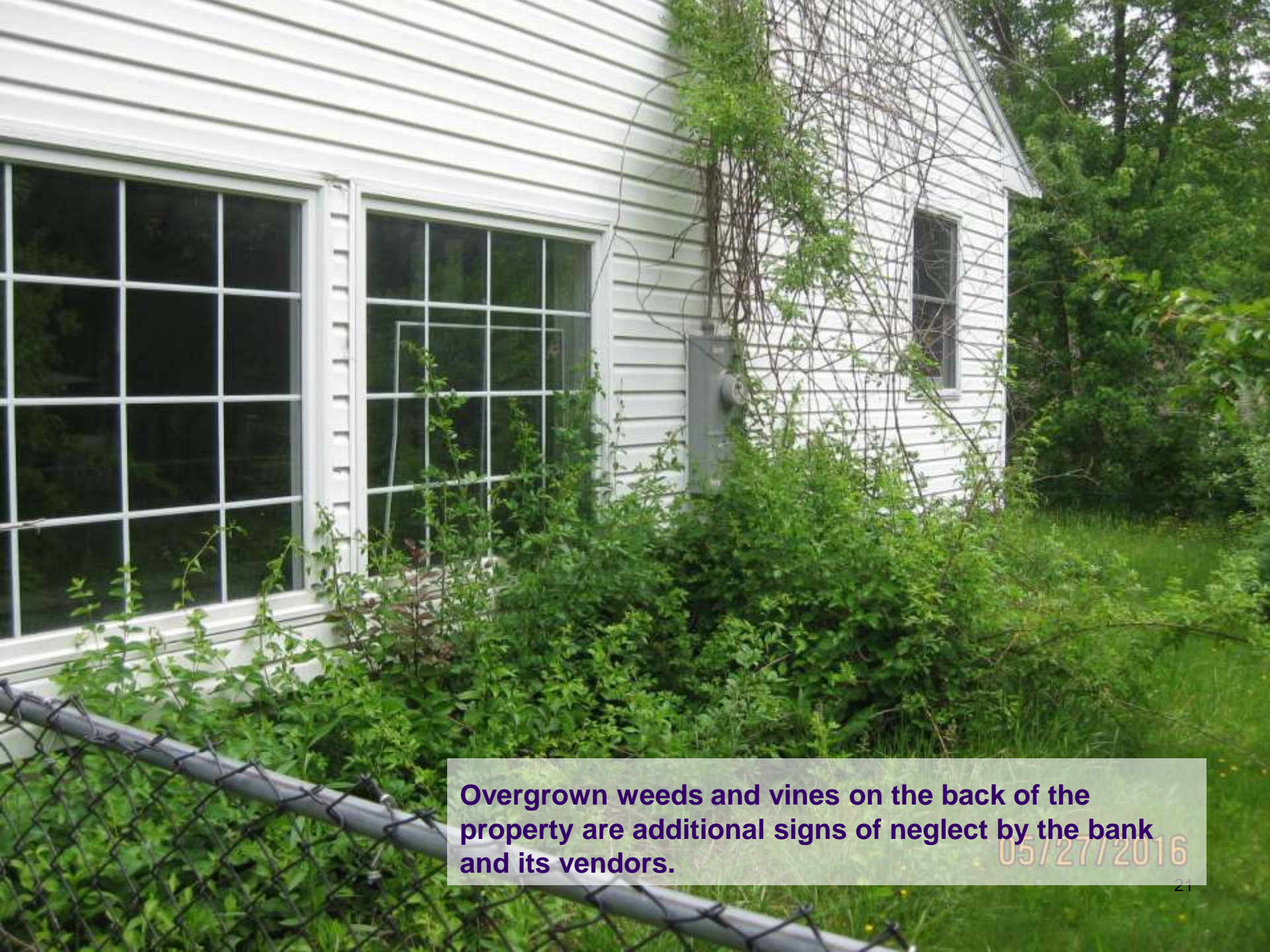
Not only had the grass not been mowed, but a pile of dead branches had been left in the yard.

05/27/2016



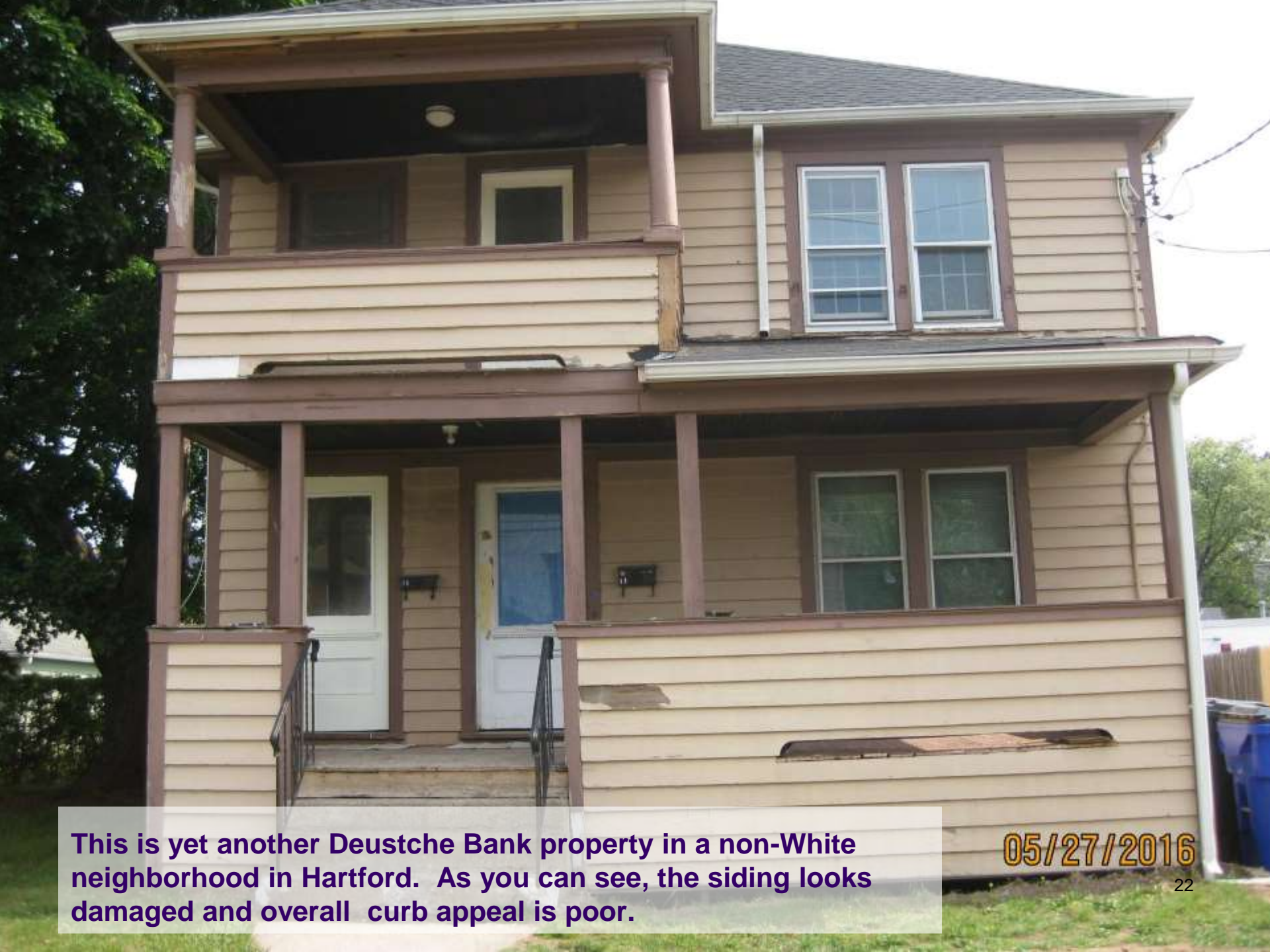
Siding was broken and hanging on the house and a broken screen had fallen from a window on side.





Overgrown weeds and vines on the back of the property are additional signs of neglect by the bank and its vendors.

05/27/2016



This is yet another Deutsche Bank property in a non-White neighborhood in Hartford. As you can see, the siding looks damaged and overall curb appeal is poor.

05/27/2016



Unsecured holes like this one allow rats, birds, insects and other pests in to the house. It also leaves the house exposed to water damage.

The back view of the property shows that the back door was left wide open. This leaves it exposed to more weather damage, animals, vandals and squatters. Trash also littered the back of the property.



05/27/2016



These are the neighboring properties. They are in good condition and have nice curb appeal, unlike the Deutsche Bank property next door.





Meanwhile, Deutsche Bank homes in Hartford's predominantly White neighborhoods were found to be well-maintained.



This property in a predominantly White neighborhood was owned by Deutsche Bank when investigators visited it in May 2016.

05/27/2016

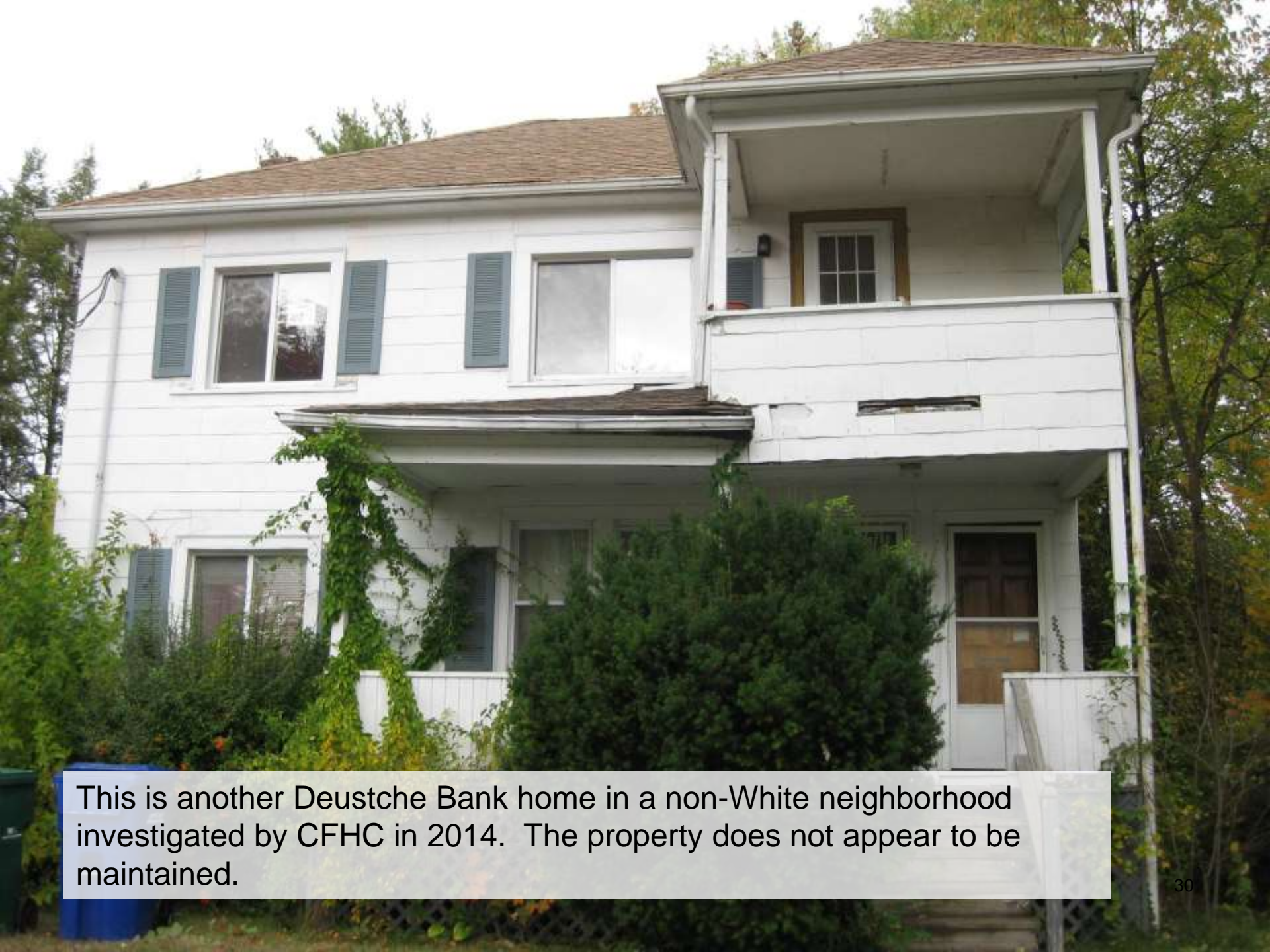


The back view and view of the yard show that the property's lawn had been mowed and it was free from trash. The property was found to be secured.

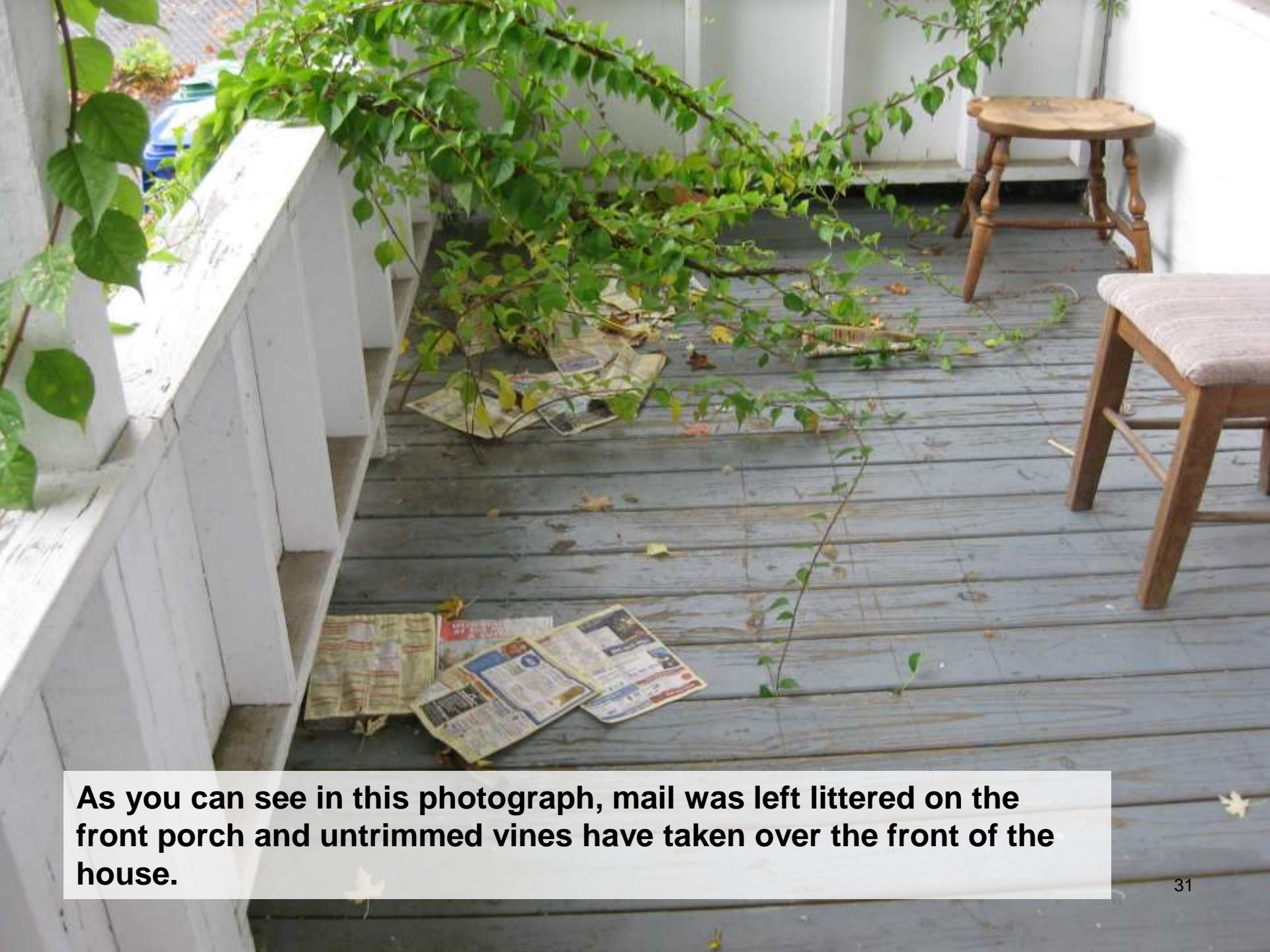


Examples of Deutsche Bank Homes in Communities of Color in Hartford

in 2014



This is another Deutsche Bank home in a non-White neighborhood investigated by CFHC in 2014. The property does not appear to be maintained.



As you can see in this photograph, mail was left littered on the front porch and untrimmed vines have taken over the front of the house.

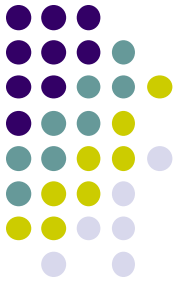


This mail has been left in a broken mailbox on the front porch. It's clear that the mail has been left for a very long time.



...release
...locking
If knob will not turn after entering code,
repeat steps 1-3 (press "C" firmly).
If you need more information or assistance,
please call Altisource at 1-800-812-6174
Altisource

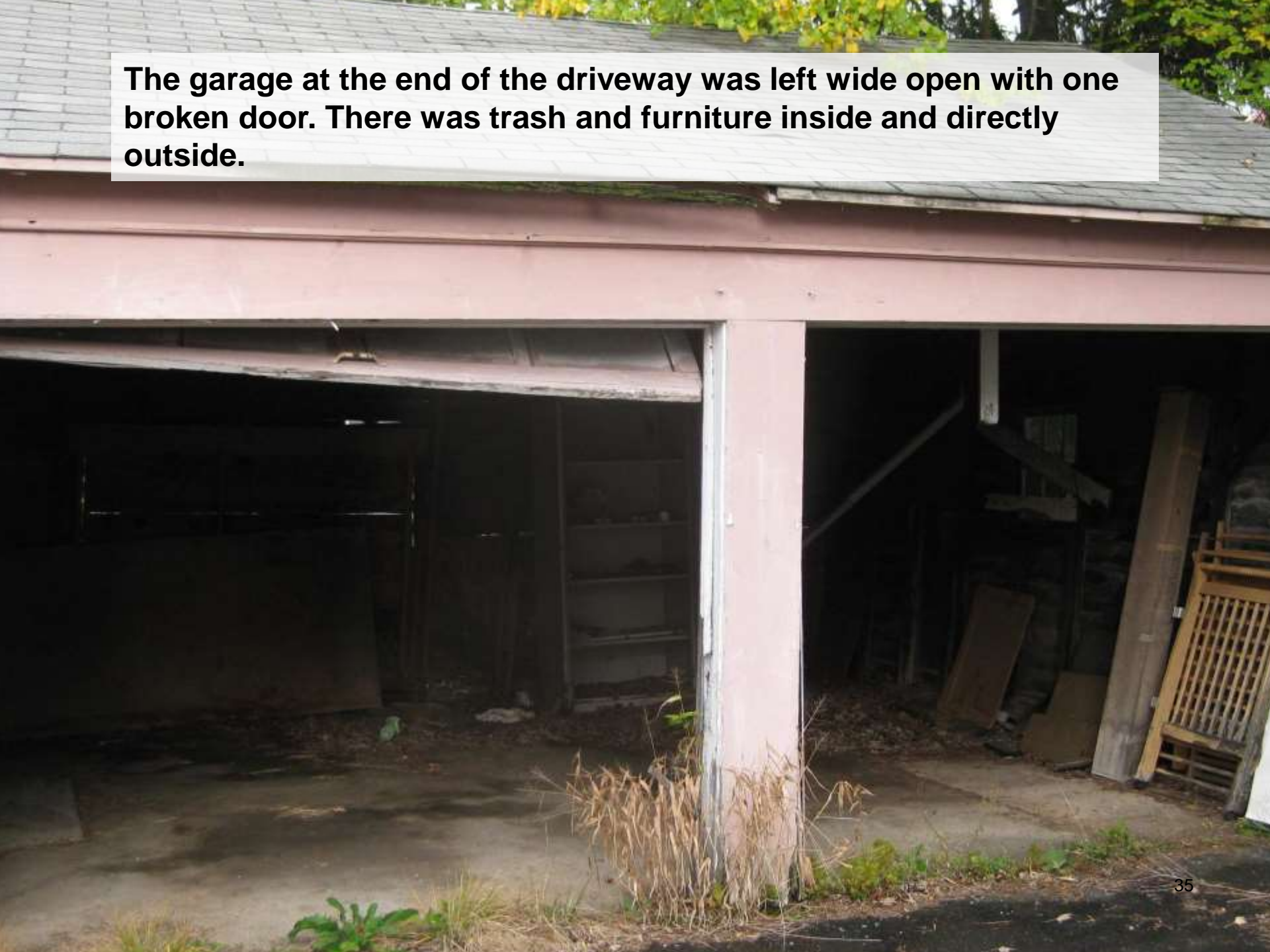
The front door of the home was also found unsecured.



The back yard and side views of the property show further signs of neglect. The shrubbery and vines at the side of the property were untrimmed, the grass was overgrown, and leaves had not been raked.



The garage at the end of the driveway was left wide open with one broken door. There was trash and furniture inside and directly outside.





These are the neighboring properties. They are in good condition and have nice curb appeal, unlike the Deutsche Bank property next door.



This is another example of a Deutsche Bank home visited in October 2014. It is also located in a predominantly non-White neighborhood.



10/26/2014

As this side view shows, the shrubs and trees have not been trimmed along the side of the house.





Dead vines were left up the side of the house and growing on a gutter. There were also beer bottles and other pieces of trash scattered around the property.

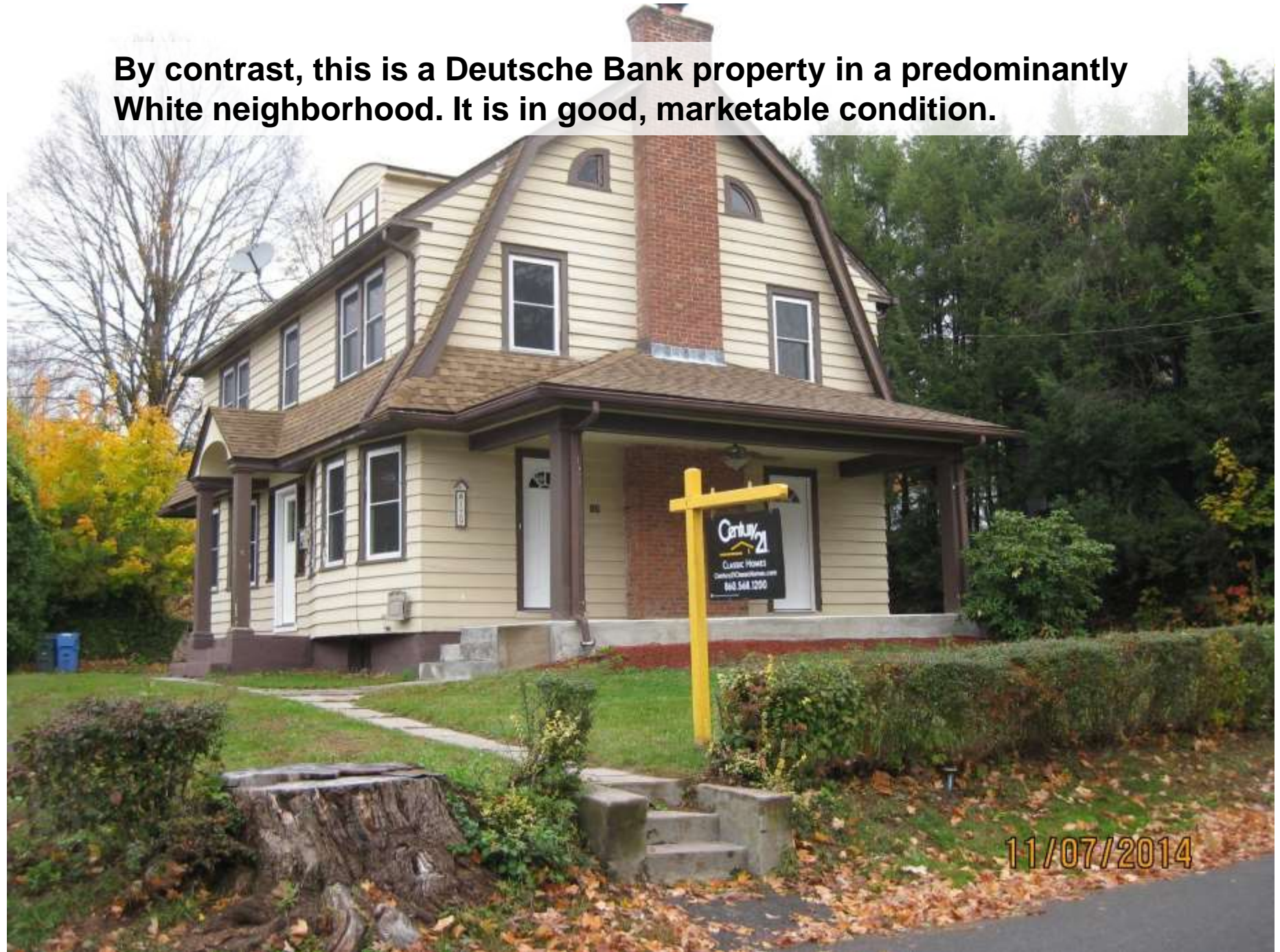




Several of the gutters were out of place, no longer functioning to prevent water damage to the foreclosed home. This one was completely broken off and left discarded on the property.

10/26/2014

By contrast, this is a Deutsche Bank property in a predominantly White neighborhood. It is in good, marketable condition.



11/07/2014



This is the back view of the property. It's clearly secured, mowed, and free of trash and debris.

11/07/2014



Another view of the back yard of this Deutsche Bank property shows that this home is clearly being maintained on a routine basis.

11/07/2014

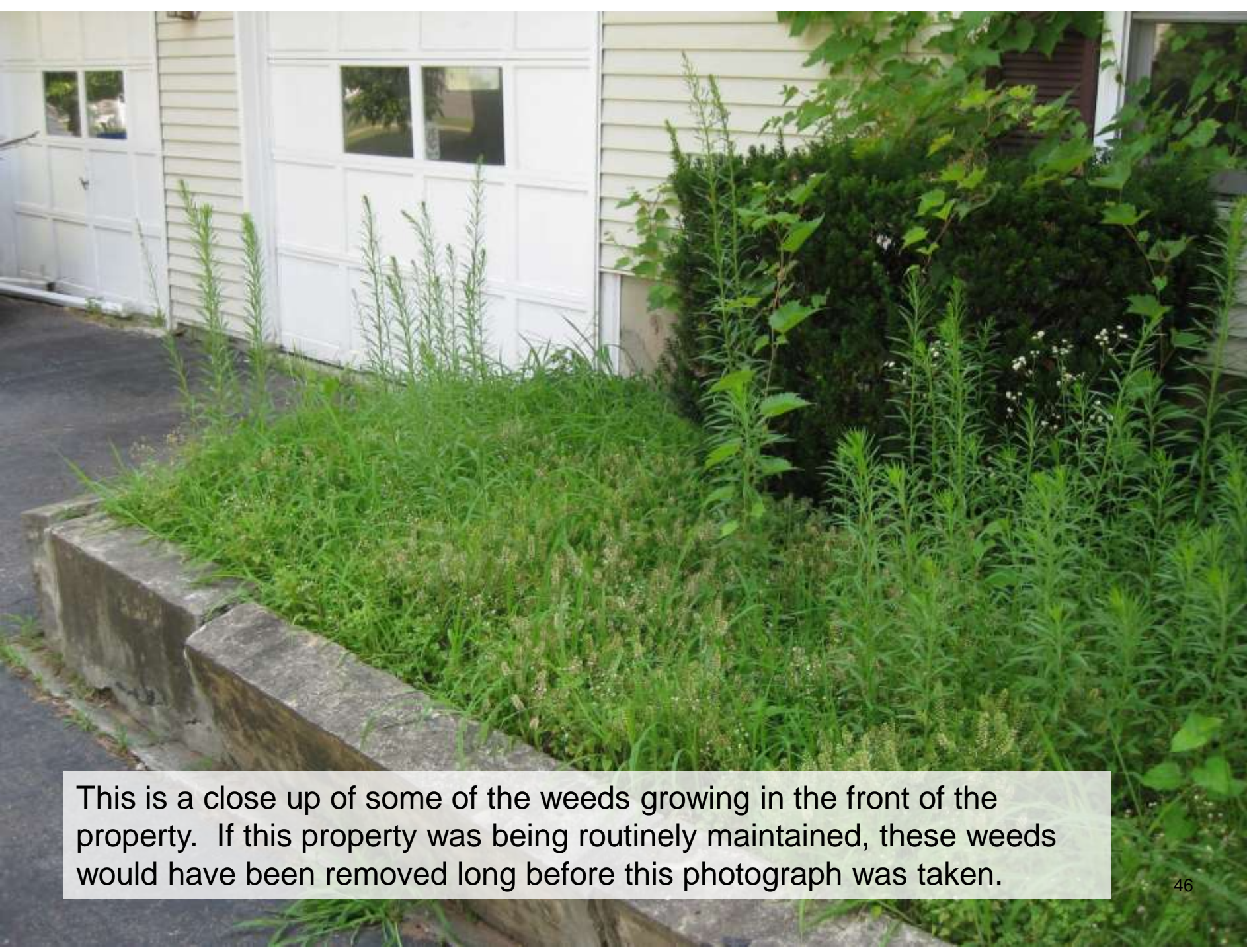


Examples of Deutsche Bank Homes in Communities of Color in Hartford

in 2013



Here is yet another example of a Deutsche Bank owned property in one of Hartford's non-White neighborhoods. It has vines growing on it and untrimmed weeds.



This is a close up of some of the weeds growing in the front of the property. If this property was being routinely maintained, these weeds would have been removed long before this photograph was taken.

This is the back view of the home. You can see more evidence of neglect, including overgrown grass and vines.





There were a number of problems with the gutters on the property, including gutters that were out of place and hanging as well as some that were completely broken and left in the driveway.



Here's another example of a Deutsche Bank owned house in a non-White neighborhood from 2013.



Furniture and trash were left on this property, and the grass had not been mowed in quite some time.





These are the neighboring properties. They are being kept in immaculate condition, but the owners of these homes are forced to live next to a poorly-maintained bank property.