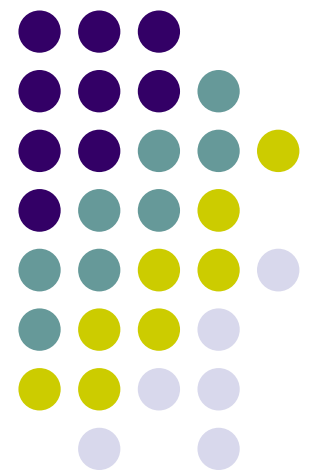


# A Tale of Two Recoveries

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



# Overview: Maintenance Investigation of Bank-Owned Homes



- This PowerPoint reflects the investigation by the **Miami Valley Fair Housing Center** over 6 years from 2011-2016
- 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

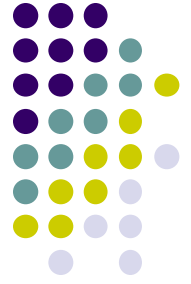
- Mold, discoloration, excessive rust, erosion



## Utilities

- Tampered with or exposed

# Investigation



- A total of **36** Deutsche Bank properties were evaluated in the Dayton, OH metro area
  - 15 Deutsche Bank properties were located in predominantly African-American communities
  - 21 Deutsche Bank properties were located in predominantly White communities

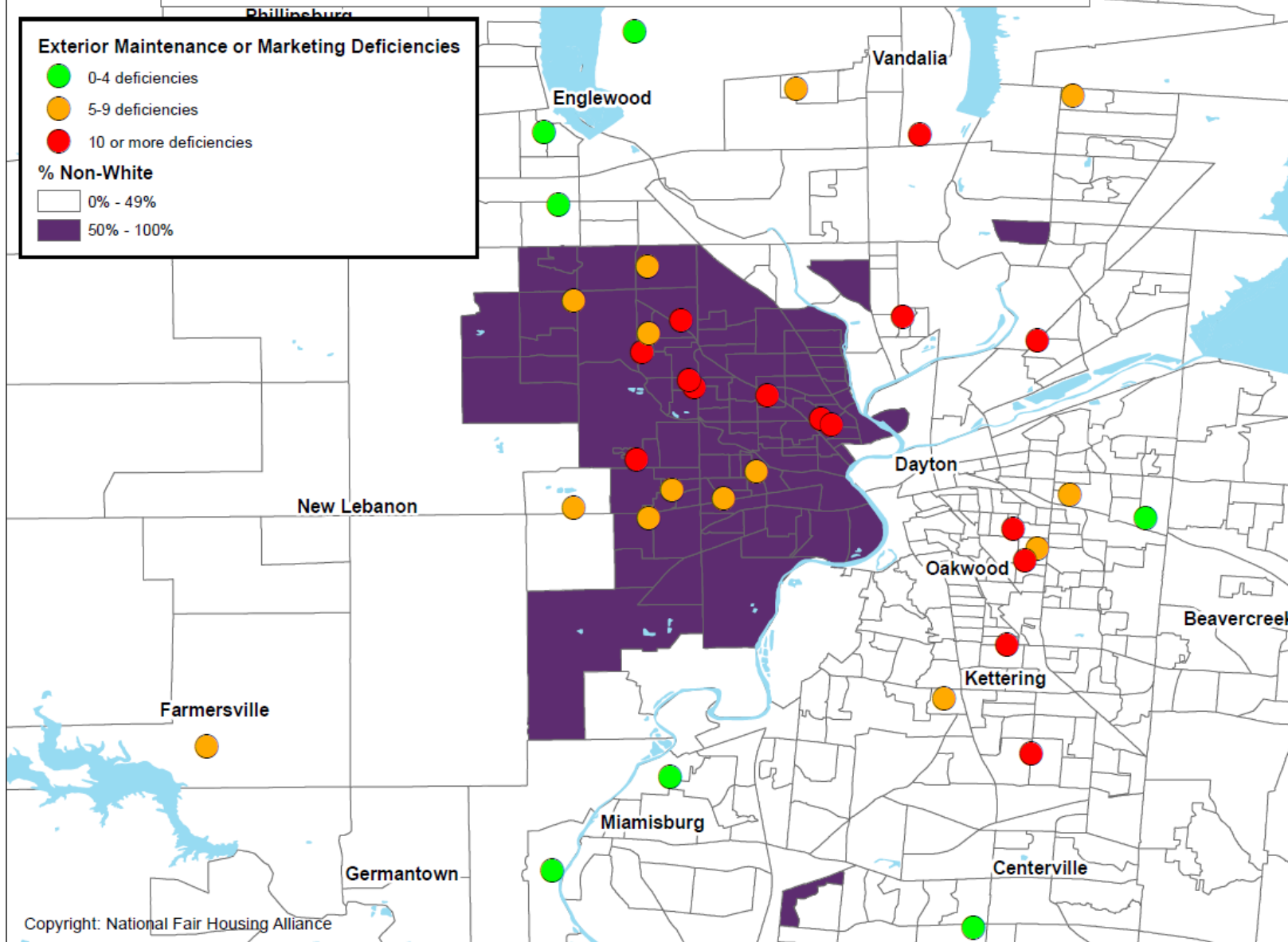
# Dayton, OH

## Racial Disparities



- 40.0% of Deutsche Bank properties in communities of color had **trash or debris** on the premises, while only 23.8% of properties in White communities had the same problem.
- 73.3% of Deutsche Bank properties in communities of color had **overgrown grass and/or dead leaves**, while only 33.3% of properties in White communities had the same problem.
- 53.3% of Deutsche Bank properties in communities of color had **overgrown or dead shrubbery**, while only 28.6% of properties in White communities had the same problem.
- 33.3% of Deutsche Bank properties in communities of color had **unsecured or boarded doors**, while only 14.3% of properties in White communities had the same problem.

# Dayton, OH Deutsche Bank Exterior REO Maintenance





## 40.0% of Deutsche Bank Properties in Communities of Color Had Trash or Debris





## 73.3% of Deutsche Bank Properties in Communities of Color Had Overgrown Grass and/or Dead Leaves





## 53.3% of Deutsche Bank Properties in Communities of Color Had Overgrown or Dead Shrubbery





# **Examples of Deutsche Bank Homes in the Dayton, OH Area in Communities of Color**

**2011 - 2016**



## Deutsche Bank home in an African-American community in Dayton in 2016.



There is no “for sale” sign posted.



**The back of the home has a boarded window and needs a good power wash to remove discoloration.**





**Deutsche Bank has failed to properly secure this home's shed.**





**The backyard is covered in dead leaves from the fall.**







Here are the well-maintained homes next door and across the street. Deutsche Bank is not keeping its home up to the standards of the neighborhood.





## Deutsche Bank/Ocwen/Altisource home in an African-American community in Dayton in 2016.



This home was listed for sale on Hubzu.com.



There is trash and dead leaves as you approach the home's front door.





In the front yard there are more dead leaves left over from the fall.





**The side and backyard of this Deutsche Bank home are in worse shape. Dead tree limbs and dead leaves make it so you can't walk on the side of the home.**





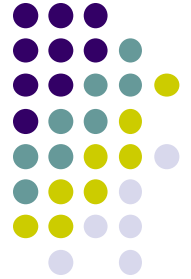
**This is not a very appealing yard with all the dead leaves and dead branches.**







There are no dead leaves  
and no trash in the yards  
of the neighboring homes.



## Deutsche Bank home in an African-American community in Dayton in 2015.



This home looks good from the front. However, let's look at the back...

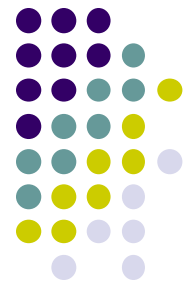


**The home's siding is covered in invasive plants.**





**This door to the home is wide open and the doorknob is missing, leaving no way to secure the door and stop unauthorized access into the home.**





**Deutsche Bank has left the garage unsecured as well.**





**This gutter is unattached and is therefore ineffective in moving water away from the home's foundation. All Deutsche Bank has to do is re-attach the gutter and it would work properly.**





## Deutsche Bank home in an African-American community in Dayton in 2013.



This Deutsche home was first visited in November 2013. Let's see what it looked like...



**There is a large pile of tree limbs and leaves that need to be disposed of properly.**





**The backyard is overgrown and needs to be mowed.**





**The utilities are damaged and invasive plants are starting to grow by the back door.**





**This window is broken and needs to be replaced.**







The neighbors are taking great care of their properties and yards.





**A little over two years later, this home in an African American neighborhood in Dayton is still owned by Deutsche Bank. How does it look now in 2016?**





**There is trash and debris in the front yard, including  
a decaying raccoon carcass.**



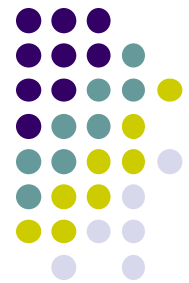


**In addition to more trash, there are also dead leaves from the fall that need to be raked.**





The front and back doors are unsecured.





**In the back of the home, large amounts of debris were left to sit and potentially attract vermin and insects.**







The neighbors are still taking good care of their homes. They had to live next to this horribly maintained Deutsche Bank home for a total of nine years until it was transferred to the county land bank in 2017.





## Deutsche Bank home in an African-American community in Dayton in 2011.



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It doesn't look too bad from the front, although a "for sale" sign is missing. Let's take a closer look.



**Parts of the home's eaves are missing, and in other sections they are sagging.**





**Deutsche Bank has not replaced this gutter, and leaves are obstructing the opening of the gutter piece.**





**There are dead leaves in the yard and  
discoloration on the home's siding.**





The back door is not properly secured. The padlock is broken and the door is slightly ajar, allowing for unauthorized entry into the home.





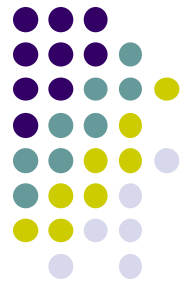


# **Examples of Deutsche Bank Homes in the Dayton, OH Area in White Neighborhoods**

**2011- 2016**



## Examples of Deutsche Bank homes in White communities in the Dayton metro area





**Deutsche Bank/Ocwen/Altisource home in a White community in  
Englewood in 2016.**





**The right side of the home is mowed and clear of trash and debris.**





**The left side of the home is well-maintained as well.**



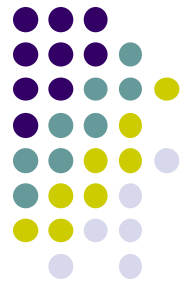


**Deutsche Bank has also taken great care of the backyard.  
This home has great curb appeal.**





**Deutsche Bank/Ocwen/Altisource home in a White community in  
Englewood in 2015.**





**The shrubs are trimmed and the grass is mowed and  
free of dead leaves and trash.**





**The back of the home has no broken or boarded windows or doors.**

