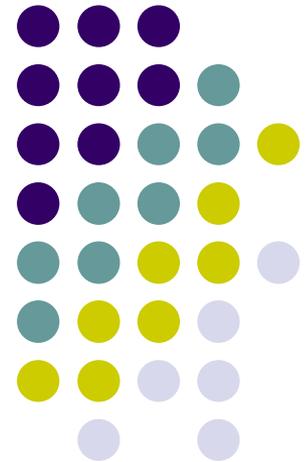


# **A Tale of Two Recoveries**

**How Deutsche Bank, Ocwen Financial,  
and Altisource Failed to Maintain Its  
Bank-Owned Homes in African  
American and Latino Neighborhoods in  
Baton Rouge, LA.**



# Brief Overview



- This PowerPoint reflects the investigation by the **Greater New Orleans Fair Housing Action Center** over four years from 2013-2016. These investigations into Deutsche Bank's maintenance practices 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 foreclosures to the same standard of maintenance 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 foreclosures 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, 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 on the home.
  - 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

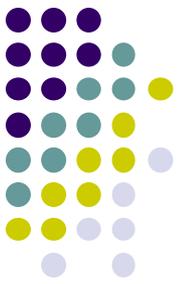
- Trespassing/warning signs, “Bank owned”, “Auction”, or “Foreclosure” signs, “For Sale” signs missing or broken/discarded



10/28/2012 11:54

08.22.2012 10:36

# 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

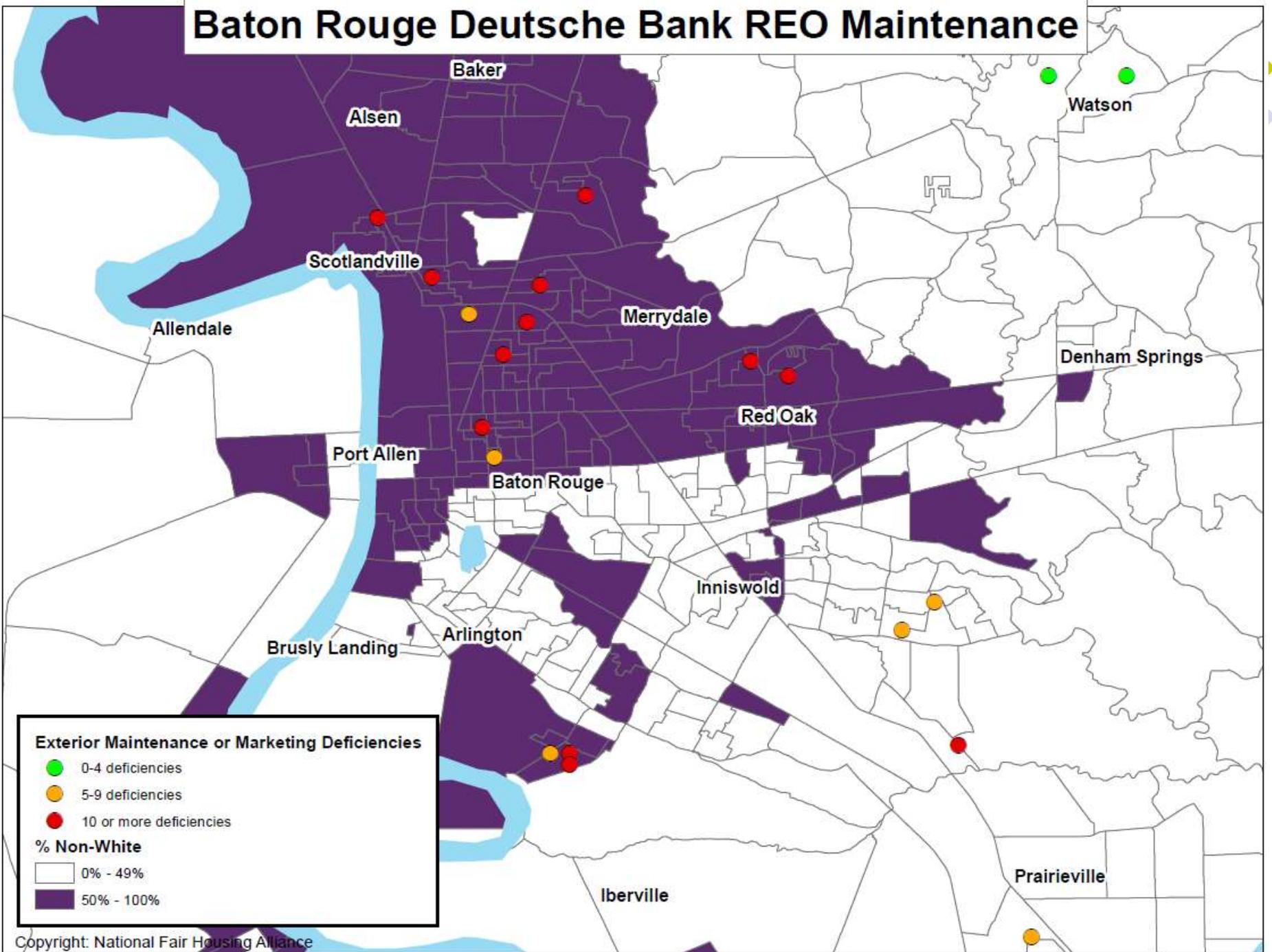
- Tampered with or exposed

# Racial Disparities



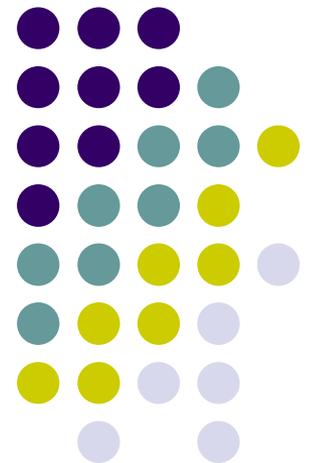
- The greater New Orleans Fair Housing Action Center investigated 20 Deutsche Bank owned homes.
  - 14 were located in African-American neighborhoods
  - 6 were located in White neighborhoods
- **92.9% or 13 of the 14** Deutsche Bank homes in African American neighborhoods had **substantial amounts of trash** on the premises, while only 33.3% 2 of the 6 Deutsche homes in predominantly White neighborhoods had trash.
- **64.3% or 9** Deutsche Bank homes in African American neighborhoods had **overgrown grass and leaves**, while only 16.7% or 1 Deutsche Bank home in White neighborhoods did.

# Baton Rouge Deutsche Bank REO Maintenance



# 2016: Deutsche Bank's Failed Maintenance in African American Communities

Two examples of Deutsche Bank's maintenance in 2016





Deutsche Bank fails to clean away debris after move out at this home in an African American neighborhood.



Deutsche Bank removes similar debris in white neighborhoods.



Accumulated mail is a sign that no one is checking on the home. All Deutsche bank has to do is place a note in the mailbox saying "Do Not Deliver."

Deutsche Bank leaves trash around this modest home in an African American neighborhood.



02/26

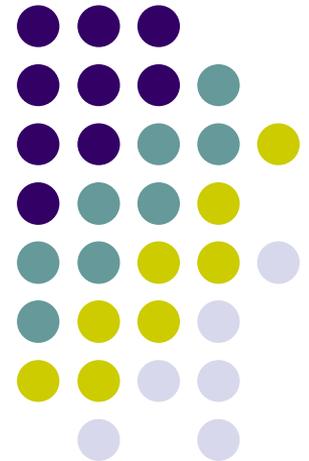
Deutsche Bank leaves trash in the yard and boards a window.



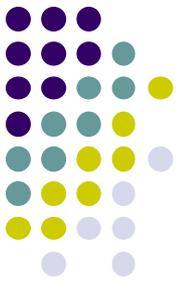
# Baton Rouge 2015

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Examples of how Deutsche Bank failed to maintain homes in African American neighborhoods.



**Deutsche Bank owned this modest home in an African American neighborhood and failed to provide routine maintenance. In January 2015 leaves are still on the property.**



**Deutsche Bank let the yard become wildly overgrown.**



**Deutsche Bank let the back yard become overgrown as well.**



**Across the street there are well-maintained homes.**



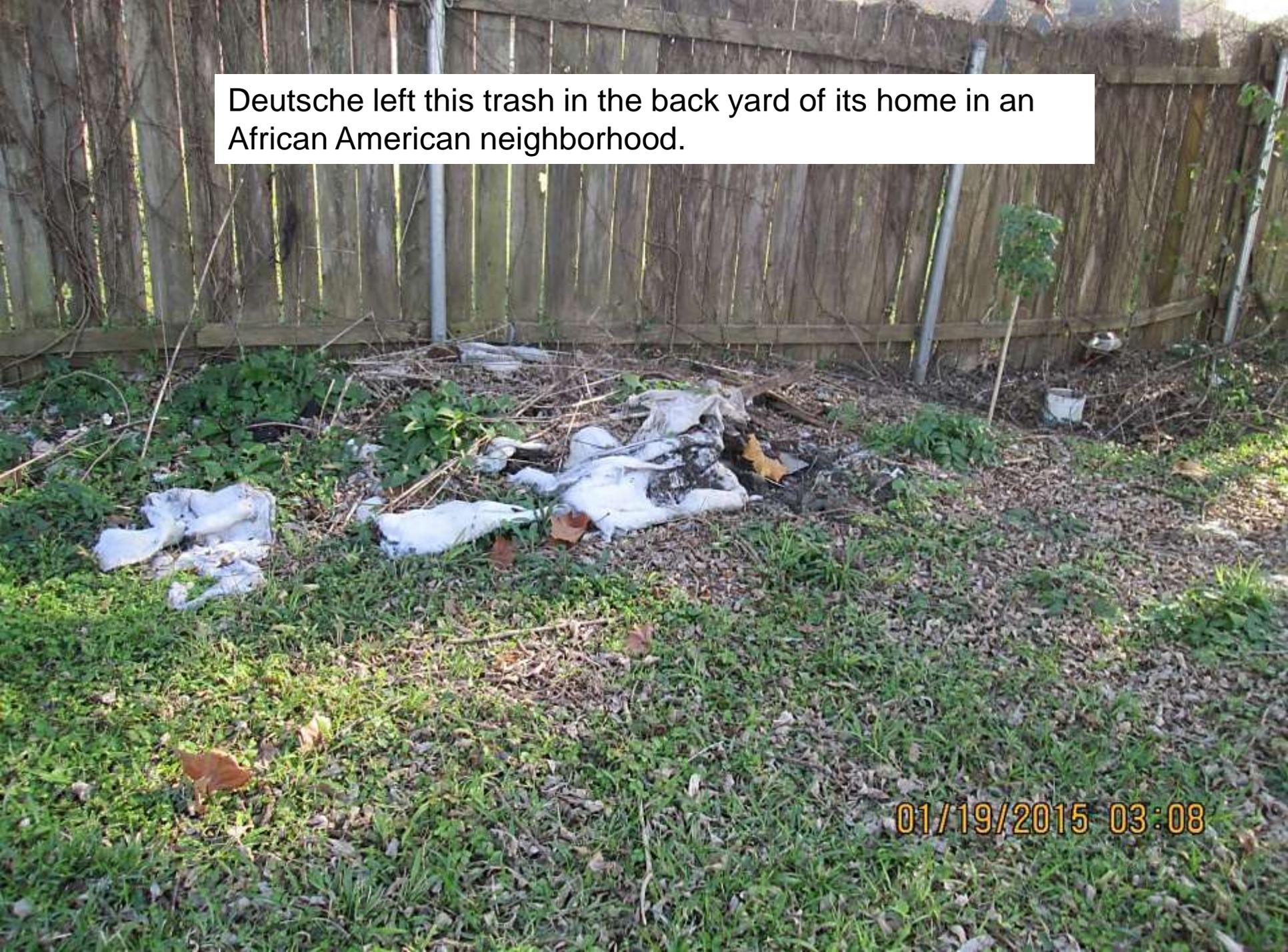
**Another home across the street from the badly maintained Deutsche Bank home.**



**While Deutsche Bank cleaned the front of its home in this African American neighborhood, it left trash in the back yard.**



Deutsche left this trash in the back yard of its home in an African American neighborhood.



01/19/2015 03:08

Deutsche Bank owned this multi-family building in an African American neighborhood and boarded the windows, while leaving others broken.



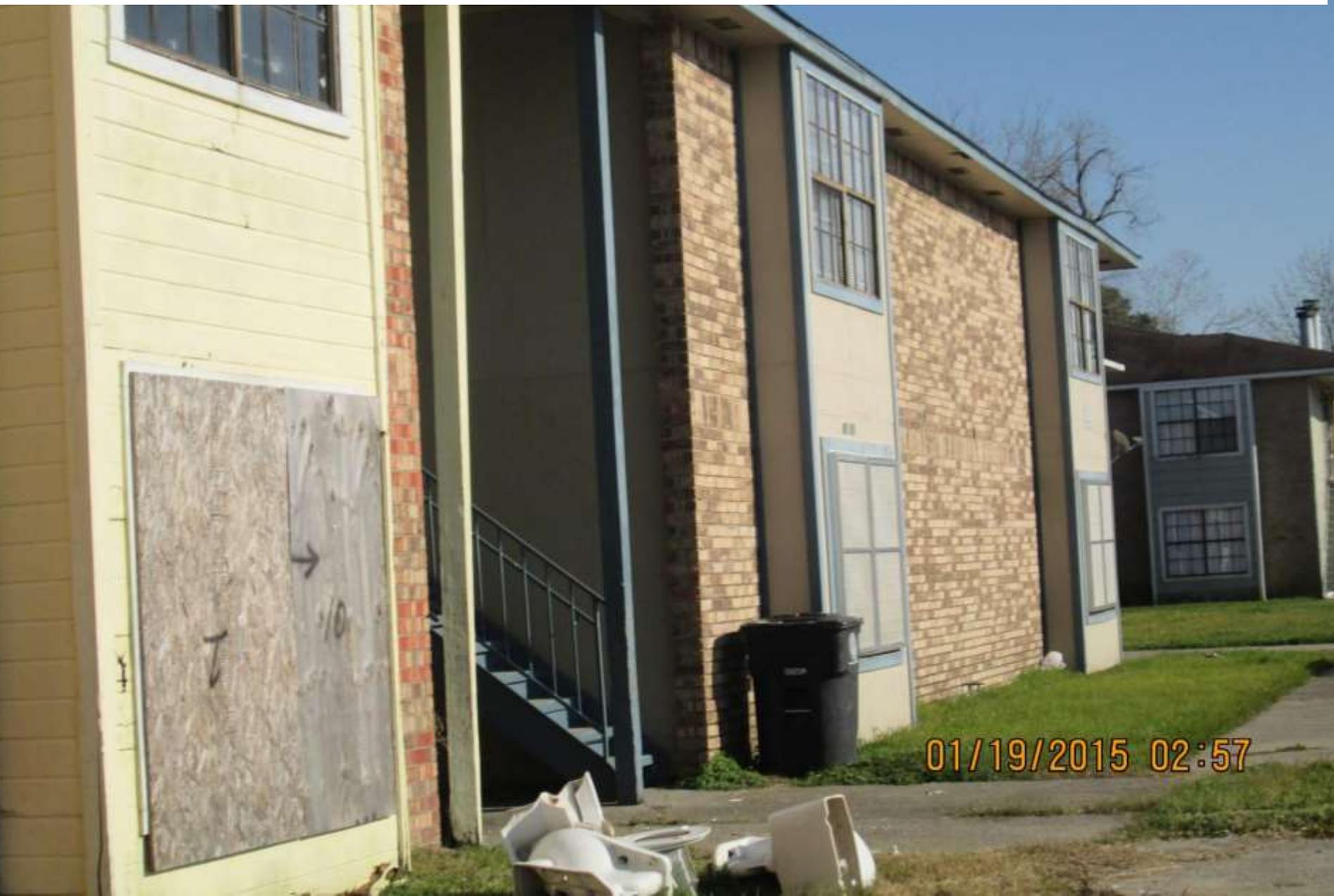
**Deutsche Bank left plywood on the landing.**



**Deutsche Bank left trash in the back yard at this same property.**



**The neighboring buildings are being maintained in good condition, but Deutsche Bank's property is littered with debris.**



**The front of Deutsche Bank's home in an African American neighborhood is clean.**



01/19/2015 00:36

However, in the back, Deutsche Bank never raked the leaves and left trash in the yard.



01/19/2015 00:39



**At this same home, Deutsche Bank left windows boarded and broken, as well as trash in the yard.**



**These are neighbors living next to the badly maintained Deutsche Bank home in this African American neighborhood.**



**This Deutsche Bank home in a segregated African American neighborhood has accumulated mail, an uncovered hole in a window, trash, and branches and wood left in the yard.**



Accumulated mail is a telltale sign that no one is visiting the home. All Deutsche Bank has to do is place a sign in the mailbox saying “Do Not Deliver.”





**This may have been an opening for a dryer vent, but now it is an invitation to squirrels and other animals to enter the home.**



**Deutsche Bank leaves branches and debris in the back yard.**

01/18/2015 23:22

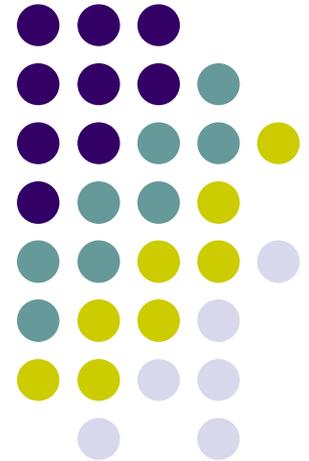
**Deutsche Bank leaves this wood piled up, inviting rats, termites, mice or snakes to make their nest here.**



01/18/2015 23:23

# Deutsche Bank Neglects its Homes in African American Neighborhoods in 2013

Examples of failed maintenance in 2013 in African American neighborhoods.



**Deutsche Bank lets the home's grass and shrubs in this African American neighborhood become overgrown.**



10/18/2013 14:48

The overgrown grass and shrubs hurts the curb appeal of Deutsche Bank's home.





**Instead of fixing this window and protecting it property, Deutsche Bank leaves it unsecured with a single, rotted board. The Bank also fails to remove graffiti from the wall which encourages vandalism.**



**This Deutsche Bank home lacks curb appeal because its windows are boarded up and a tarp is on the roof.**



**While Deutsche Bank boarded one door, it left another door unsecured. The Bank also left a window uncovered which allows birds and squirrels into the home**



**Deutsche Bank failed to remove broken shopping carts from the yard as well.**



**Deutsche Bank could have simply repaired the front window to improve the curb appeal of its home in an African American neighborhood.**



10/18/2013 11:11



**Deutsche Bank left branches in the back yard and failed to secure the fence.**



10/18/2013 11:15

**Deutsche Bank leaves even more branches and trash in the yard of its home in this African American neighborhood.**



10/18/2013 11:14

**This Deutsche Bank home in an African American neighborhood is neglected.**



**Deutsche Bank left these dead branches right in the front yard of its home in this middle class African American neighborhood.**



03 12 201

**Deutsche Bank failed to secure this window on the back patio leaving the home exposed to vandals.**



**Deutsche Bank also failed to clean up this pile of leaves and trash on the patio. This lack of routine maintenance is rarely seen in white middle class neighborhoods.**



03.12.2013

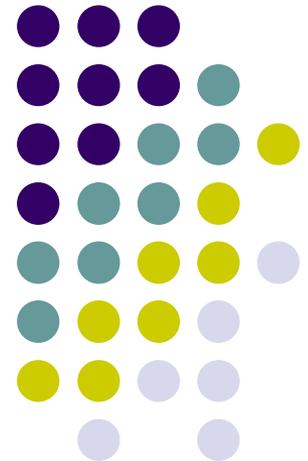
**Deutsche Bank then fails to mow the back yard and allows it to become overgrown.**



03.12.2013

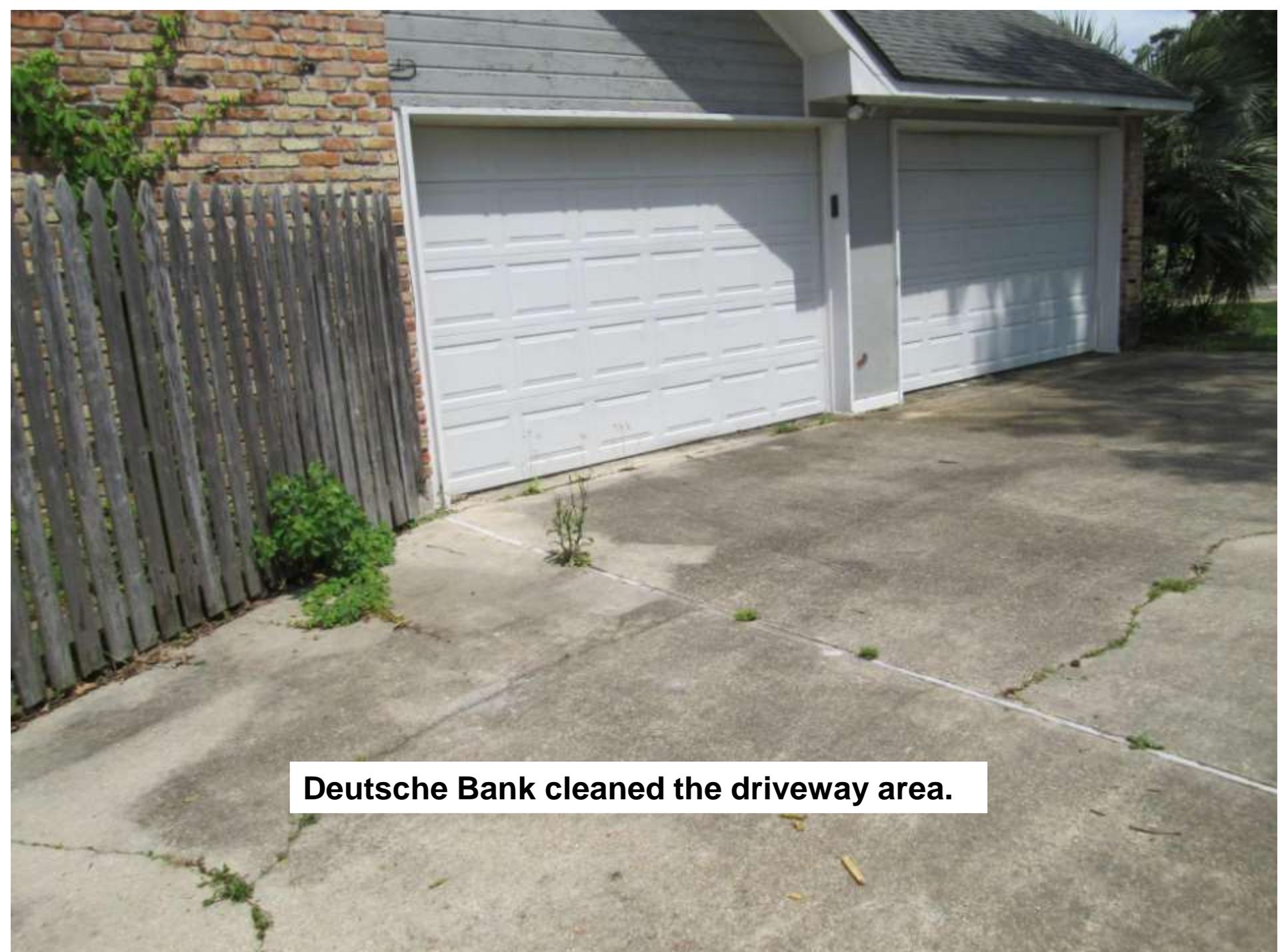
# Deutsche Bank's Maintenance in White Neighborhoods

Examples of Deutsche Bank's  
routine maintenance in white  
communities.

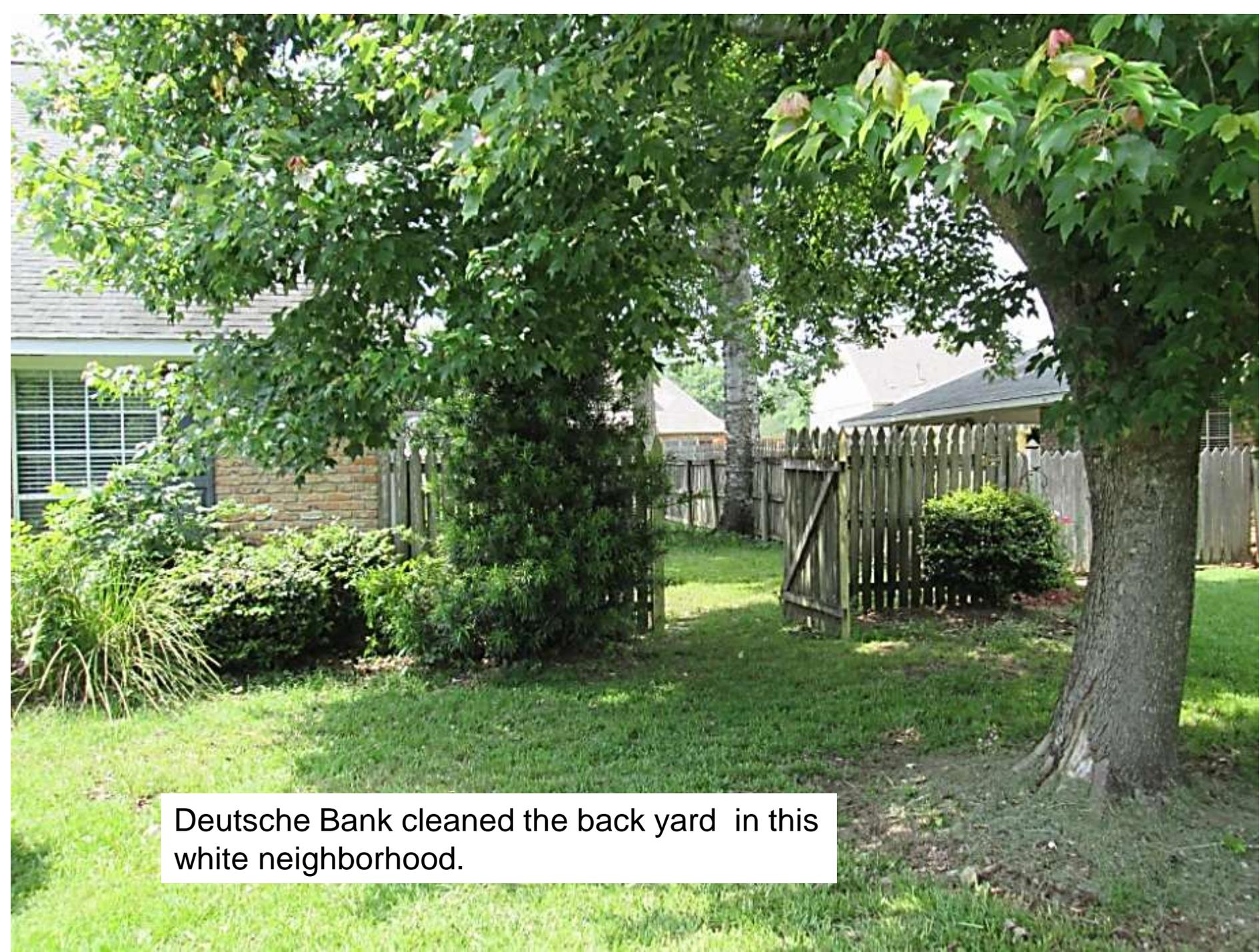


**Deutsche Bank keeps the grass mowed at its home in a white neighborhood.**





**Deutsche Bank cleaned the driveway area.**



Deutsche Bank cleaned the back yard in this white neighborhood.

**It even appears that Deutsche Bank put in a new gate and slats on the fence.**



**Another Deutsche Bank home in neat and clean condition in a white neighborhood.**



**02/26/2015 10:28**



**Deutsche Bank cleaned the yard and the sides of the home are free of any debris left after the clean out.**



**Deutsche Bank cleaned out this home in a white neighborhood and removed all of the debris, mowed the lawn, and raked the leaves.**



03.12.20



**Deutsche Bank locked the gate to the back yard in this white community. This photo was taken over the fence.**



**Deutsche bank cleaned this home and mowed the lawn, raked leaves and removed all debris left after the clean out.**



**Deutsche Bank's home in this white neighborhood has a mowed lawn, leaves raked, and even looks like Deutsche repaired the fence.**

