

# **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 Columbus, OH.**



# Overview: Maintenance Investigation of Bank-Owned Homes



- This PowerPoint reflects the investigation by the **Central Ohio Fair Housing Association** over 4 years from 2014-2017.
- 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 **25** Deutsche Bank properties were evaluated in the Columbus, OH metro area
  - 9 Deutsche Bank properties were located in predominantly African-American communities
  - 2 Deutsche Bank properties were located in predominantly non-White communities
  - 14 Deutsche Bank properties were located in predominantly White communities

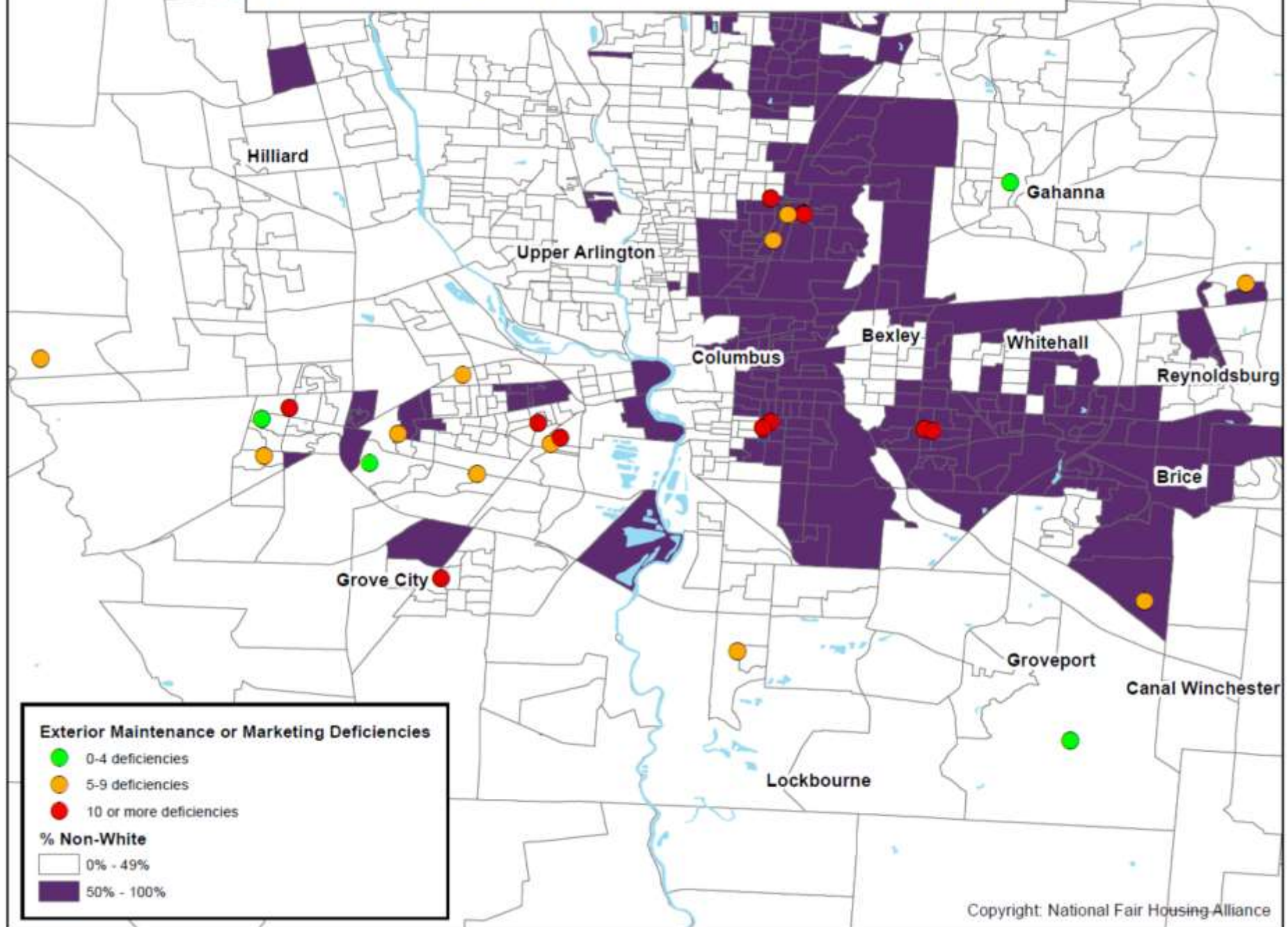
# Columbus, OH Metro Area

## Racial Disparities



- 54.5% of Deutsche Bank properties in communities of color had **trash or debris** on the premises, while only 35.7% of properties in White communities had the same problem.
- 63.6% of Deutsche Bank properties in communities of color had **overgrown or dead shrubbery**, while only 42.9% of properties in White communities had the same problem.
- 45.5% of Deutsche Bank properties in communities of color had **unsecured or boarded doors**, while only 35.7% of properties in White communities had the same problem.
- 45.5% of Deutsche Bank properties in communities of color had **broken or boarded windows**, while only 28.6% of properties in White communities had the same problem.

# Columbus Deutsche Bank REO Maintenance





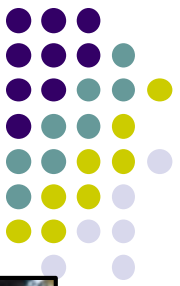


# **Examples of Deutsche Bank Homes in the Metro Columbus Area in Communities of Color**

**2014 - 2017**

**Here is a Deutsche Bank home in an  
African-American community in Columbus in 2017.**

**It has no professional “for sale” sign marketing it for sale.**



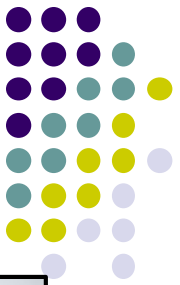


**Deutsche Bank needs to rake this home's front yard.**



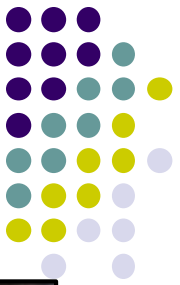


**Instead of fixing or replacing this fence,  
Deutsche Bank has left it to lay in the yard.**





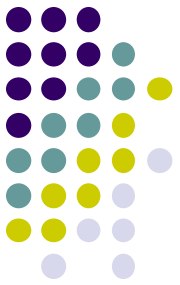
**On the side of the home Deutsche Bank has boarded this door instead of replacing it and adding to the curb appeal of the home.**



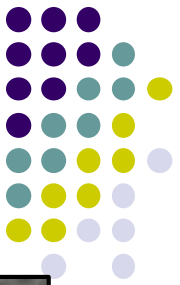


**Another Deutsche Bank home in an African American neighborhood in Columbus in 2017.**

**Again, it has no “for sale” sign posted.**



**Deutsche Bank has left trash in the yard.**





**In the back of the home shrubs are overgrown  
and need to be removed by Deutsche.**



**The last time Deutsche Bank cut this home's grass they left the grass clippings in the yard instead of disposing of them properly.**





Here is a Deutsche Bank home in an  
African-American community in Columbus in 2016.

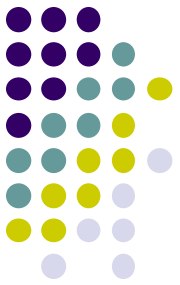


Notice there is no “for sale” sign displayed.



**There is trash left at the base of this home's shrubs.**

**The next-door neighbor reported picking up the bank-owned home's trash, but some still remains that Deutsche Bank has left behind.**





Deutsche Bank boarded two windows on the side and back of the home instead of replacing them and adding to the marketability of the home.





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

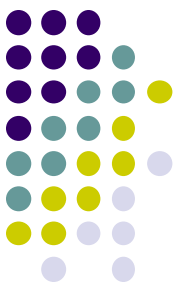


**Trash can be found in the home's front bushes.**





**Deutsche Bank did not address this home's wood rot and damaged siding, which in turn has created holes where animals and insects can get into the home.**





## Deutsche Bank home in an African-American community in Columbus in 2014.





**Here is a closer look at the front of this home.  
Some of the weeds are almost as tall as the home's gutters!**



**Deutsche Bank has left this bird's nest on  
the home's outside light.**





**More overgrown shrubbery and invasive plants are found as you approach the back of the home.**





**It's hard to tell because of all the overgrown weeds, but those openings used to be windows. There is now unfettered access into the home because Deutsche Bank did not properly secure these windows.**





**In the backyard, Deutsche Bank has also failed to properly secure the home's shed. It is open and full of trash and debris.**



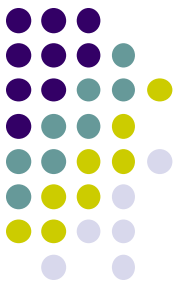


# Deutsche Bank home in an African-American community in Columbus in 2014.



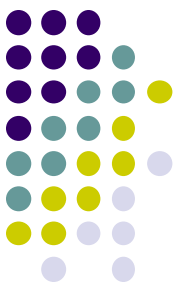


**Instead of replacing this garage and adding to the value of the home, Deutsch Bank boarded it and created an eyesore for the neighborhood.**





The home's mailbox is full of mail, signaling to people passing by that the home is vacant and not checked on regularly. That is readily apparent when we take a look at the backyard...



The backyard is completely overgrown, with invasive plants and weeds growing feet-tall in places.





# Deutsche Bank home in an African-American community in Columbus in 2014.





**The home's shrubs are all overgrown and the grass is starting to become overgrown as well.**





**Deutsche Bank has left trash to sit among more  
overgrown shrubs and weeds.**





**Many of the home's windows and doors are boarded, creating an eyesore for the neighborhood.**





**Deutsche Bank has not bothered to clean out this home's gutters, and plants have begun to grow inside.**





# **Examples of Deutsche Bank Homes in the Metro Columbus Area in White Neighborhoods**

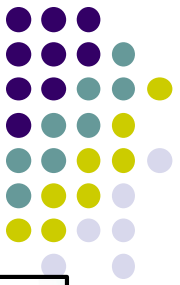
**2014- 2017**



## Examples of Deutsche Bank homes in White communities in the Columbus metro area that are well-maintained.

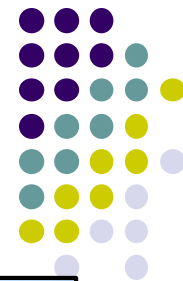


**Here is a Deutsche Bank home in a White neighborhood in Columbus in 2017. It is marketed well, with a “for sale” sign in the yard and in the front window.**





**The windows and doors of this home are all secure.  
There is no trash or debris anywhere on the property.**



**Deutsche Bank has nicely raked and mowed this home's yard. It has great curb appeal and is appealing to potential homebuyers.**





# Deutsche Bank home in a White community in in Galloway in 2016.





**This home has great curb appeal. There is no trash and there are no boarded doors or windows.**





**Deutsche Bank has taken good care of this home's backyard as well.**

