

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 Indianapolis, IN.**



Overview: Maintenance Investigation of Bank-Owned Homes



- This PowerPoint reflects the investigation by the **Fair Housing Center of Central Indiana** over 3 years from 2014-2016. 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 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



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 **18** Deutsche Bank properties were evaluated in the Indianapolis, IN metro area
 - 9 Deutsche Bank properties were located in predominantly African-American communities
 - 2 Deutsche Bank properties were located in predominantly non-White communities
 - 7 Deutsche Bank properties were located in predominantly White communities

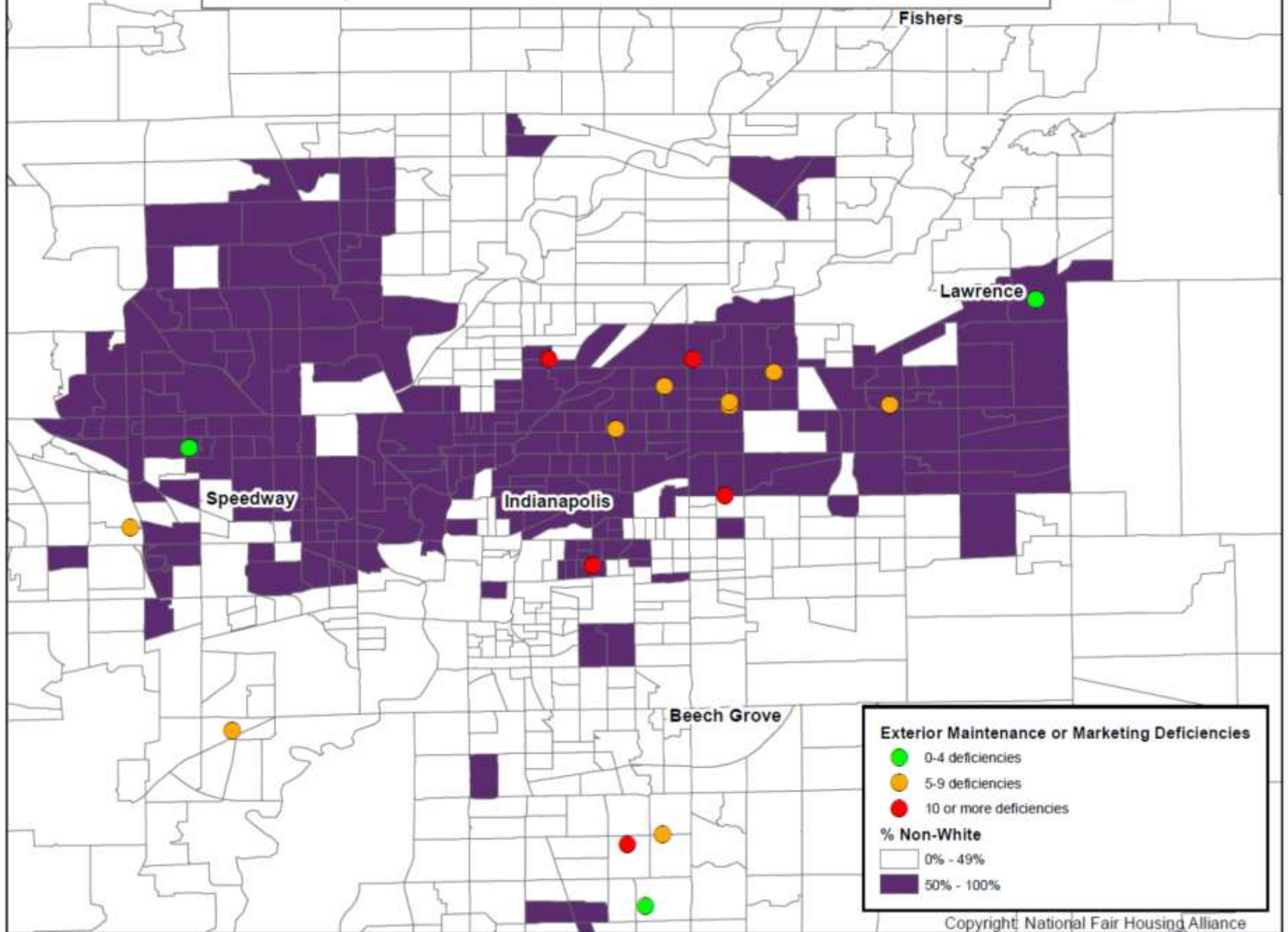
Indianapolis, IN

Racial Disparities



- 63.6% of Deutsche Bank properties in communities of color had **trash or debris** on the premises, while none of the properties in White communities had the same problem.
- 90.9% of Deutsche Bank properties in communities of color had **overgrown or dead shrubbery**, while only 57.1% 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 14.3% of properties in White communities had the same problem.
- 54.5% of Deutsche Bank properties in communities of color had **broken or boarded windows**, while only 14.3% of properties in White communities had the same problem.

Indianapolis Deutsche Bank REO Maintenance





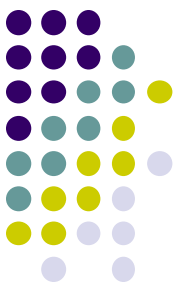
Examples of Deutsche Bank Homes in the Indianapolis Area in Communities of Color

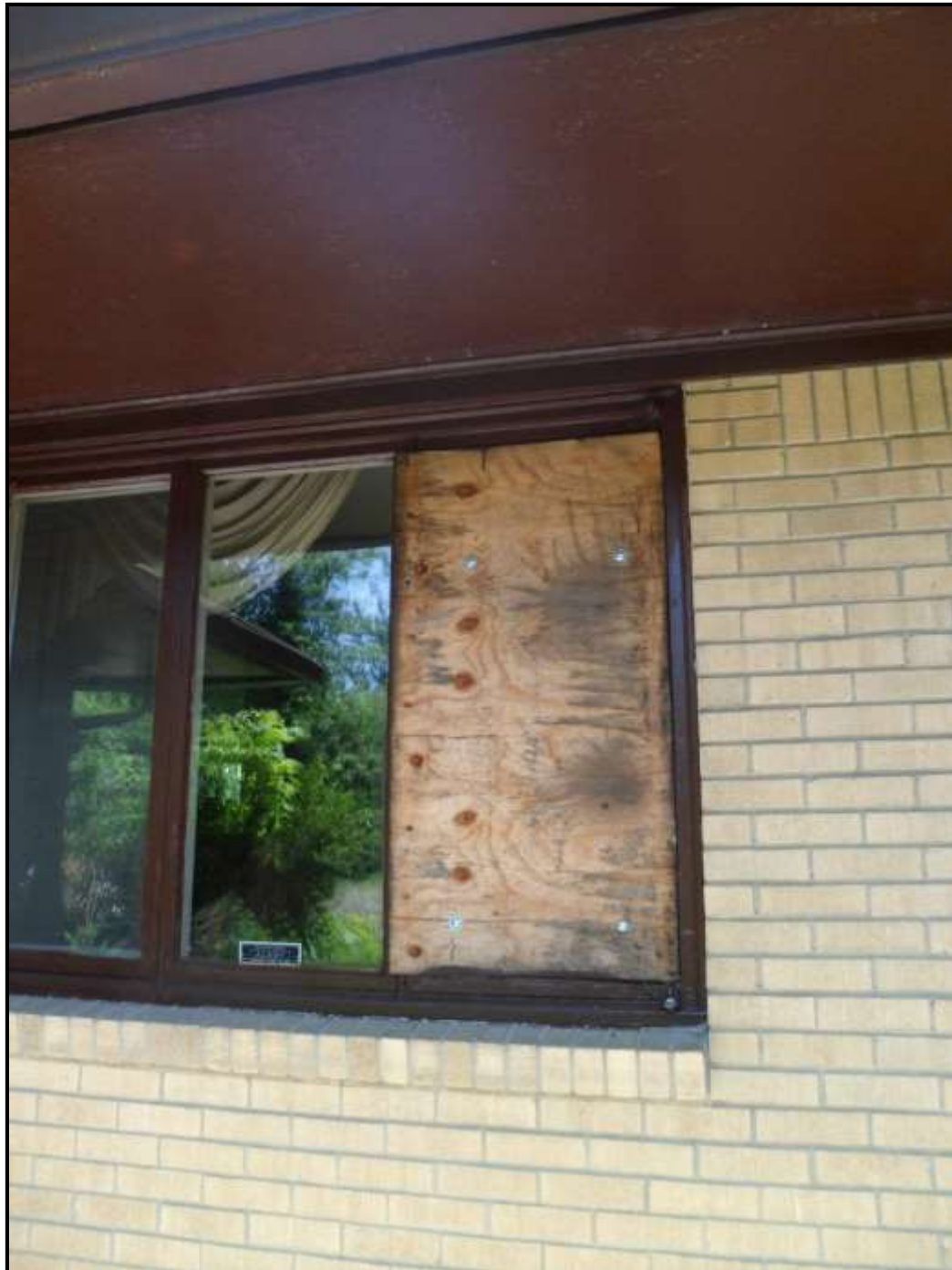
2014 - 2016

Deutsche Bank/Ocwen/Altisource home in an African-American community in Indianapolis in 2016



The backyard is overgrown and there is a large pile of trash and debris in the driveway. This is a perfect nesting ground for rats, mice, insects, and snakes.



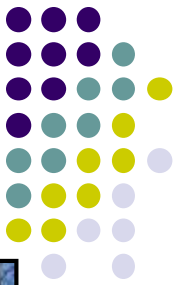


**Deutsche Bank
boarded this window
instead of replacing it,
creating an eyesore
for the neighborhood.**

The side of the home is completely overgrown with weeds and shrubs that need to be trimmed.



Deutsche Bank/Ocwen/Altisource home in an African-American community in Indianapolis in 2015

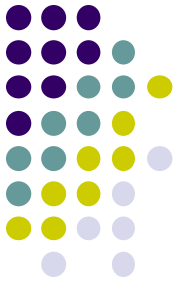




This mailbox is overflowing with mail. Clearly no one from Deutsche Bank has been by lately to check on this mailbox.

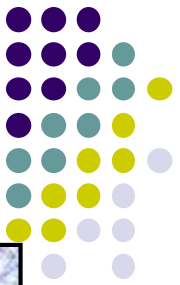
There is also a damaged soffit which is now a hole. Animals and insects can now get into the structure.





**Deutsche has left dead leaves
from the fall to decay on the
yard and kill the grass.**

**The backyard is covered in more dead leaves.
This property was visited in January, so these
leaves have been here for a few months already.**





As well as leaving dead leaves around the property, Deutsche Bank has also left trash and debris that adds to the home's poor curb appeal.





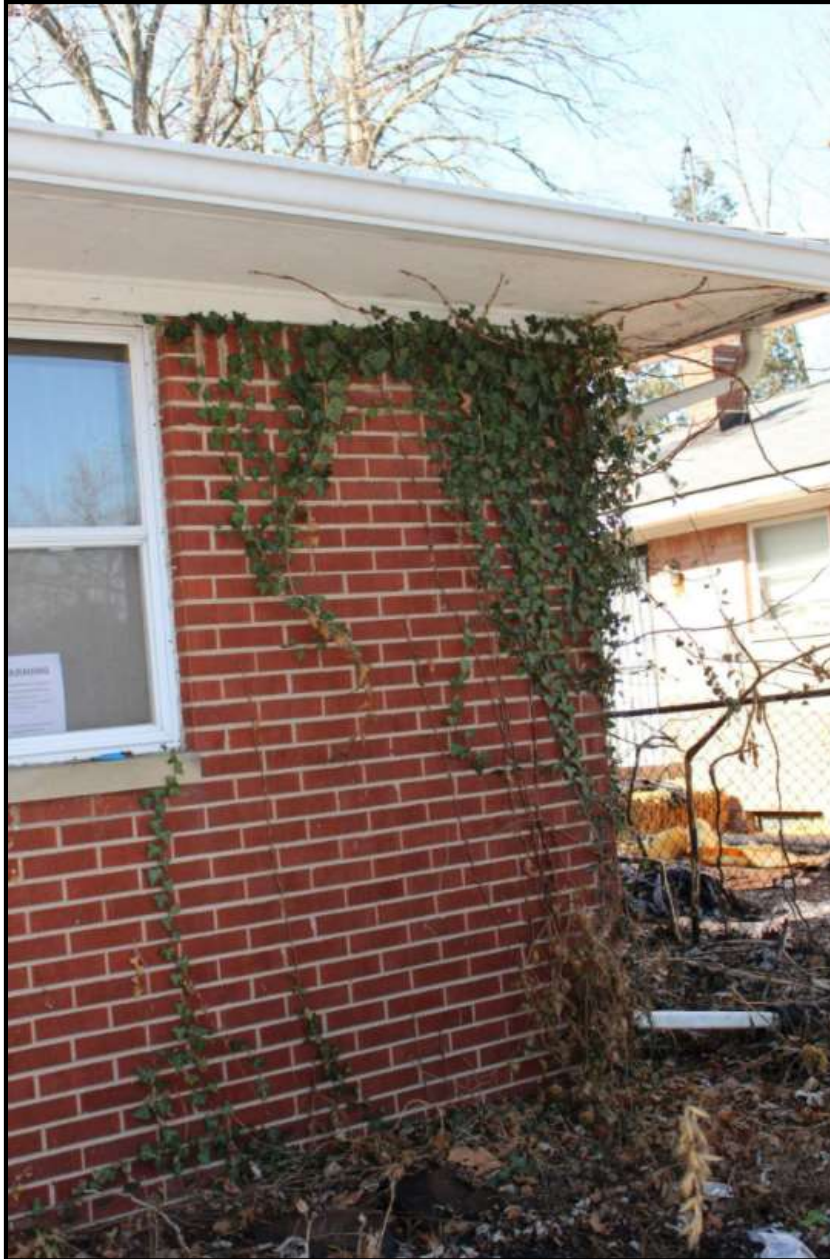
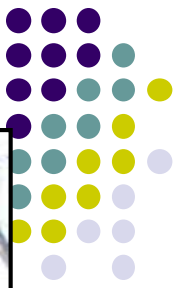
**These are the neighbors.
They have clean and
raked yards and should
not have to live next to
Deutsche Bank's poorly
maintained home.**



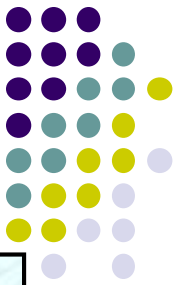
Deutsche Bank home in an African-American community in Indianapolis in 2015



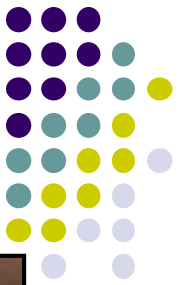
The sides of this home are covered in invasive plants.



In the backyard, Deutsche Bank has let the shrubs grow wild as well as the grass.



More dead and overgrown shrubbery.



Deutsche Bank home in an African-American community in Indianapolis in 2014



There is a “for sale” sign on this home, but you wouldn’t know it from the curb – the overgrown shrubs are completely obscuring the sign.

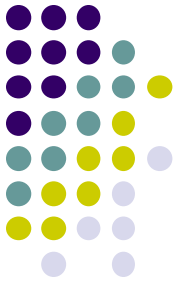


The grass is very overgrown – it is obvious that Deutsche has not been by this house in a while to mow the grass.



More overgrown shrubbery partially blocks the stairs to the porch. This is not very appealing for a potential homebuyer visiting the home.





Deutsche Bank left this door open and unsecured.

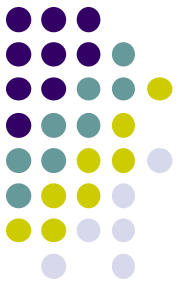
The gutters on this home are obstructed, with plants inside that have grown and since died. Obviously Deutsche has neglected these gutters for a while.



Deutsche Bank home in an African-American community in Indianapolis in 2014



The front steps are covered in dead leaves and trash.



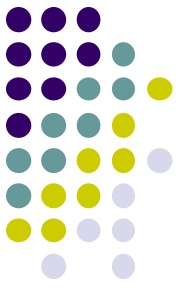
Deutsche Bank has boarded the front doors but decided to leave the windows on the upper levels completely open and in some instances, missing...



There is more trash and debris on the front porch. Not a very welcoming sight if you were looking to purchase this home.



In the back of the house Deutsche Bank has left more open windows and more boarded doors. What an eyesore for the community.

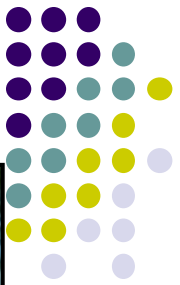




Examples of Deutsche Bank Homes in the Indianapolis, IN Area in White Neighborhoods

2014- 2016

Examples of Deutsche Bank homes in White communities in the Indianapolis metro area



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



There are no leaves, no trash, and the shrubs are trimmed.



The left side of the home is clean and the doors are all secured and in good shape.

The right side of the home is also clean and well-maintained. Deutsche Bank is taking good care of this home in a White neighborhood.

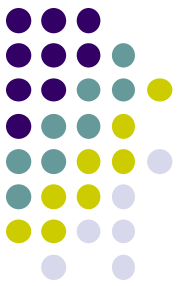


**Deutsche Bank home in a
White community in Indianapolis in 2014.**



10/29/2014 12:22 PM

The side of the home is clear of trash and there are no invasive plants or overgrown shrubs.



The backyard has some leaves that have recently fallen, but otherwise the backyard is clean and was recently mowed.

