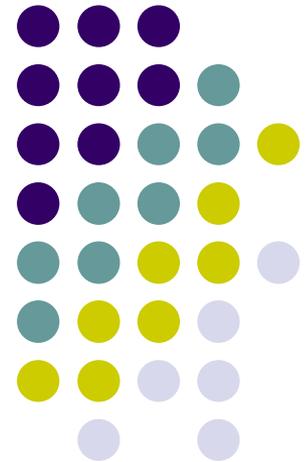


A Tale of Two Recoveries

**How Deutsche Bank, Ocwen Financial,
and Altisource Failed to Maintain Its
Bank-Owned Homes in African
American and Latino Neighborhoods in
Kansas City, MO/KS.**



Overview: Maintenance Investigation of Bank-Owned Homes



- This PowerPoint reflects the investigation by the **National Fair Housing Alliance (NFHA)** over 3 years in 2013, 2014, and 2017. These investigations are part of a larger, nationwide investigation involving 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 **10** Deutsche Bank homes were evaluated in the Kansas City, MO/KS area
 - 2 Deutsche Bank homes were located in predominantly African-American communities
 - 1 Deutsche Bank home was located in a predominantly Latino community
 - 2 Deutsche Bank homes were located in predominately non-White communities
 - 5 Deutsche Bank homes were located in predominantly White communities

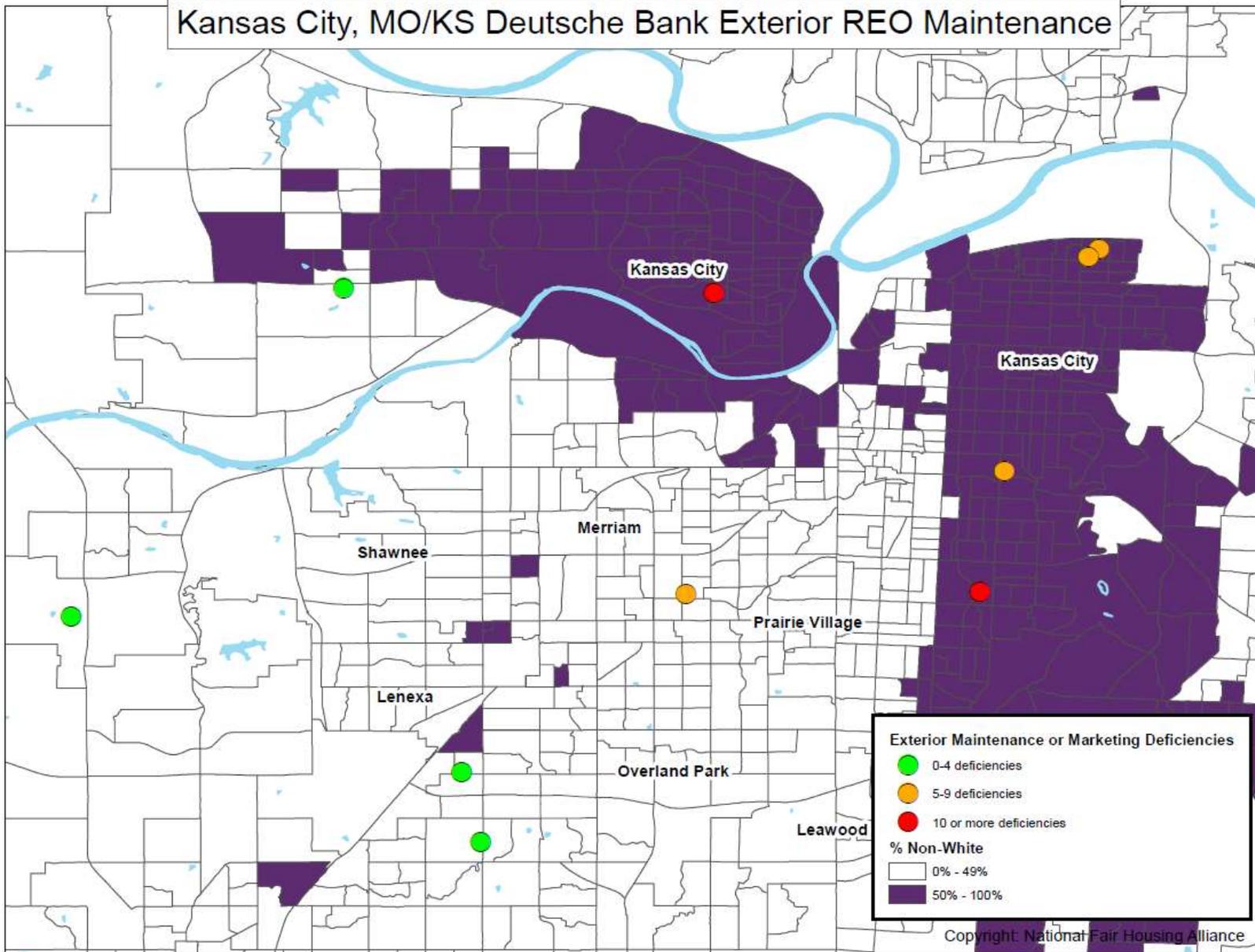
Kansas City, MO/KS

Racial Disparities



- 60.0% 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.
- 80.0% of Deutsche Bank properties in communities of color had **overgrown grass or dead leaves**, while none of the properties in white communities had the same problem.
- 60.0% of Deutsche Bank properties in communities of color had **broken or boarded windows**, while none of the properties in white communities had the same problem.
- 40.0% of Deutsche Bank properties in communities of color had **holes in the structure of the home**, while none of the properties in white communities had the same problem.

Kansas City, MO/KS Deutsche Bank Exterior REO Maintenance



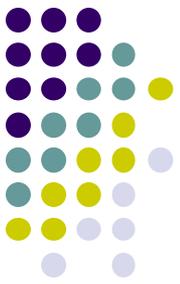
Notice that there are no green dots in communities of color – 5 out of 5 Deutsche Bank homes in communities of color had at least 5 deficiencies.



Examples of Deutsche Bank Homes in the Kansas City, MO/KS area in Communities of Color

2013, 2014, & 2017

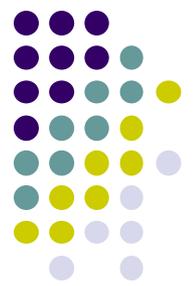
Here is a Deutsche Bank home in an African-American community in Kansas City, MO in 2013.



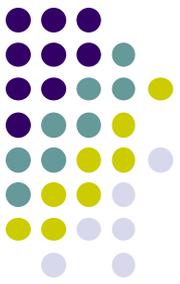
There is no “for sale” sign marketing the home.

11.05.2013

The front yard is overgrown and has not been edged recently.



On the side of the home there is a very overgrown shrub.



This window on the front porch is completely missing. Anyone could hop into the window and gain access into the home.



On the side of the home there is another broken and unsecured window that Deutsche Bank has not yet addressed.



Here is a Deutsche Bank home in an African-American and Latino community in Kansas City, MO in 2014.



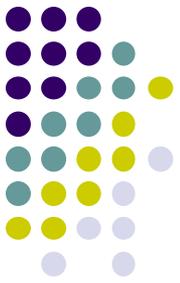
Again, the front yard of this Deutsche Bank home is overgrown and needs a good mow.





Here is the yard of the Deutsche Bank home on the left. You can see where the property line ends, because the neighbor is taking good care of his or her home and is mowing their lawn.

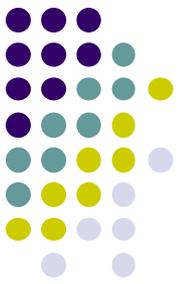
More overgrown grass.



**In the backyard
there are dead
leaves left over
from last fall
that have never
been raked.**



In addition to dead leaves there is also trash and debris in the yard that Deutsche Bank has not cleaned up yet.



More trash in the front yard. Deutsche Bank is paid to complete routine yard maintenance including removing trash and debris, raking leaves, and mowing the grass. These easy items would add a lot of curb appeal to this home.





Here are the neighbors to the left and right of the Deutsche Bank home. They are taking good care of their homes and yards. It's too bad Deutsche Bank is not a good neighbor.



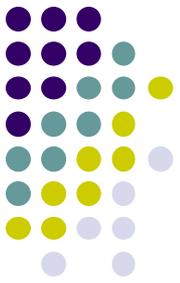
Deutsche Bank home in a Latino community in Kansas City, KS in 2017.



Three years later and Deutsche Bank still cannot manage to mow the yards of their homes in communities of color.



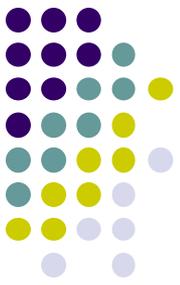
There is a hole in the siding and a missing door leading under the porch, where a pile of debris has been left.



On the side of the home, Deutsche Bank failed to fix this broken and open window.



Also on the side of the home are two boarded windows and a damaged utility meter.

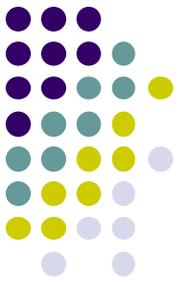


The backyard is covered in roof debris and other trash.



The back porch has been torn down, but the debris was left in the yard and can attract rats and other vermin as well as pose as a safety issue for children in the neighborhood.





Examples of Deutsche Bank Homes in the Kansas City, MO/KS Area in White Communities

2013, 2014, & 2017

Deutsche Bank home in a White community in Lenexa, KS in 2013.



2013.11.04 12:36:26



The front yard has recently been mowed and is well in line with the yards of the other homes in the neighborhood.



**The back of the home is clean and free of trash and debris.
The doors and windows are all secured and in good shape.**



Deutsche Bank home in a White community in Overland Park, KS in 2014.



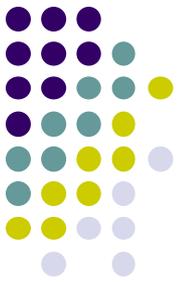
No overgrown grass or overgrown shrubs at this Deutsche Bank property.



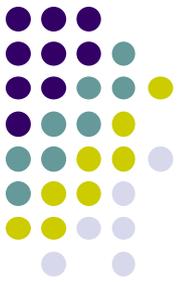
The back of the house is in great shape as well. No boarded or broken doors and windows.



Deutsche Bank home in a White community in Kansas City, KS in 2017.



This large backyard is well-maintained and would be appealing to potential homebuyers.



Again, this home is in good shape and is properly locked and secured. Deutsche Bank is taking good care of its homes in White neighborhoods.

