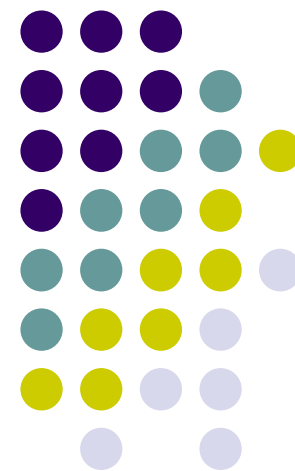


A Tale of Two Recoveries

**Deutsche, Ocwen Financial and
Altisource Failed Maintenance in
African American Neighborhoods
in Memphis as Documented by
the National Fair Housing Alliance
in 2014, 2016 & 2017.**



Preserving Neighborhoods



- This PowerPoint reflects the investigation by the **National Fair Housing Alliance** over 3 years in 2014, 2016, and 2017. 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 foreclosures 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 foreclosed 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

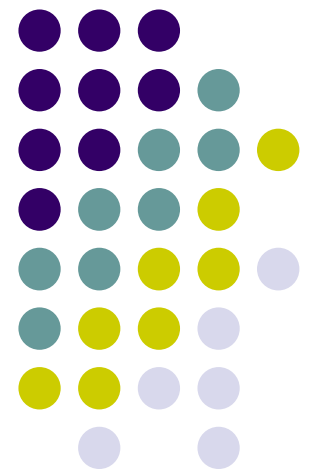


Utilities

- Tampered with or exposed

Deutsche Bank-Owned Homes in Memphis

**NFHA's February 2017
investigation of Deutsche Bank
in middle- and working class
African American and white
neighborhoods.**





Deutsche Bank boarded the windows and front door at this middle class home in an African American neighborhood so there is little curb appeal and any owner occupant buyer won't be able to see the inside in natural light.

Deutsche Bank boarded the front door and let the bushes become wildly overgrown.



**Deutsche boarded the back of the home in
this African American neighborhood as well.**

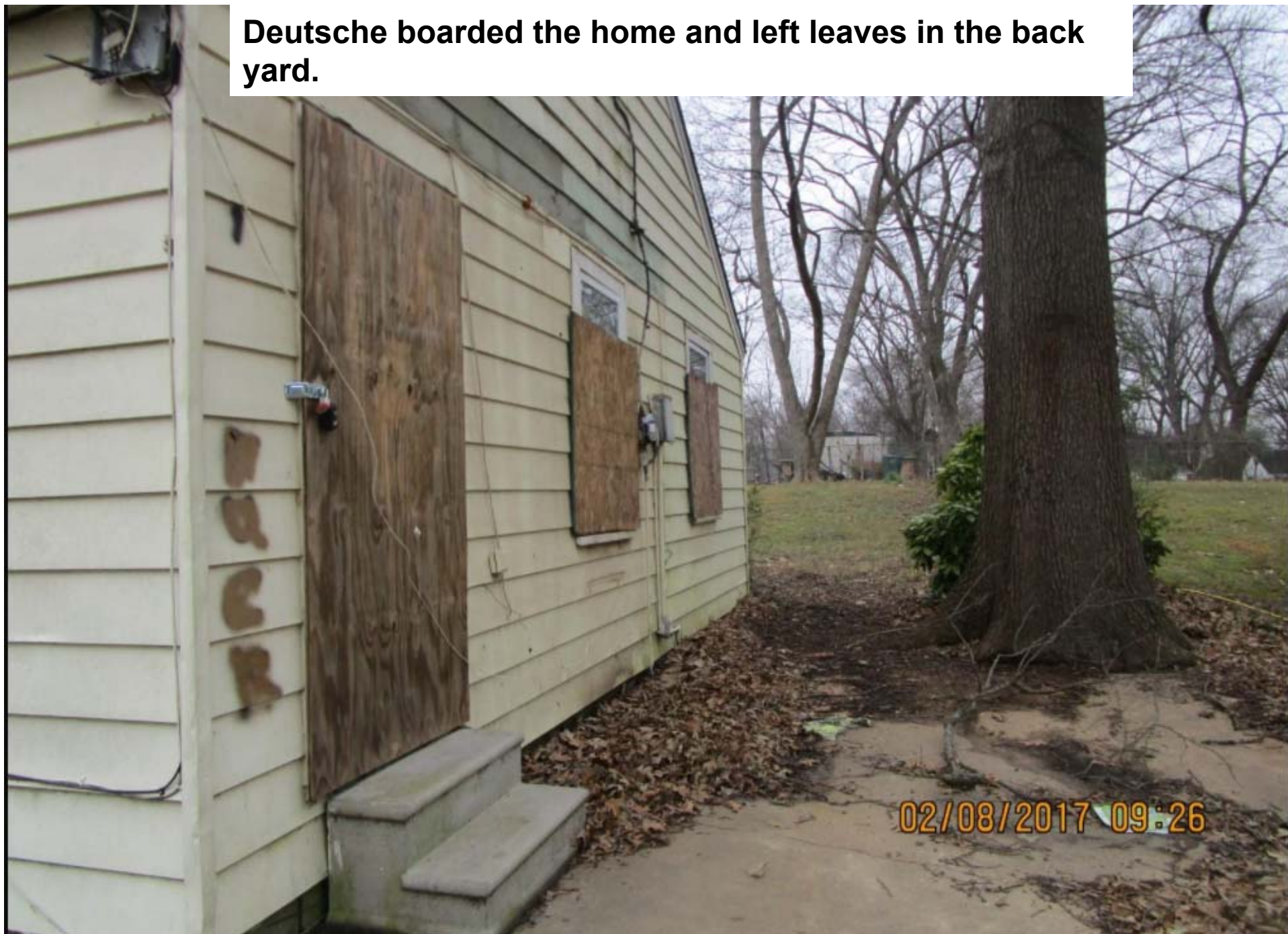


02/06/2017 14:55

**Yet another Deutsche Bank boarded home in an
African American neighborhood.**



Deutsche boarded the home and left leaves in the back yard.





Here is the well-maintained home of the neighbor.

Deutsche Bank boards a window and leaves a door unsecured at its home in an African American neighborhood where neighbors take good care of their property.



Deutsche Bank boards another window which detracts from the home's curb appeal.



Deutsche failed to secure the door leaving neighbors, especially children, at risk as well as the asset.

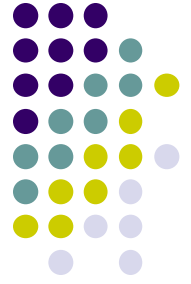




Neighbors keep their property clean.

02/07/2017 10:49

This Deutsche Bank home in an African American neighborhood doesn't look too bad from the front. However, let's look at the side and back of the home...





Deutsche Bank failed to reattached the gate, lock the garage door, or remove a tire from the yard.

02/08/2017 13:33

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You can see the broken fence leaning on the neighbor's fence, cinder blocks and lumber left by Deutsche Bank in the yard.



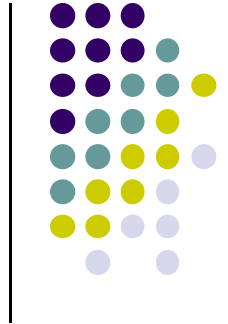


Here are two neighbors who maintain their property.



This Deutsche Bank home in an African American neighborhood looks fine from the front, but...



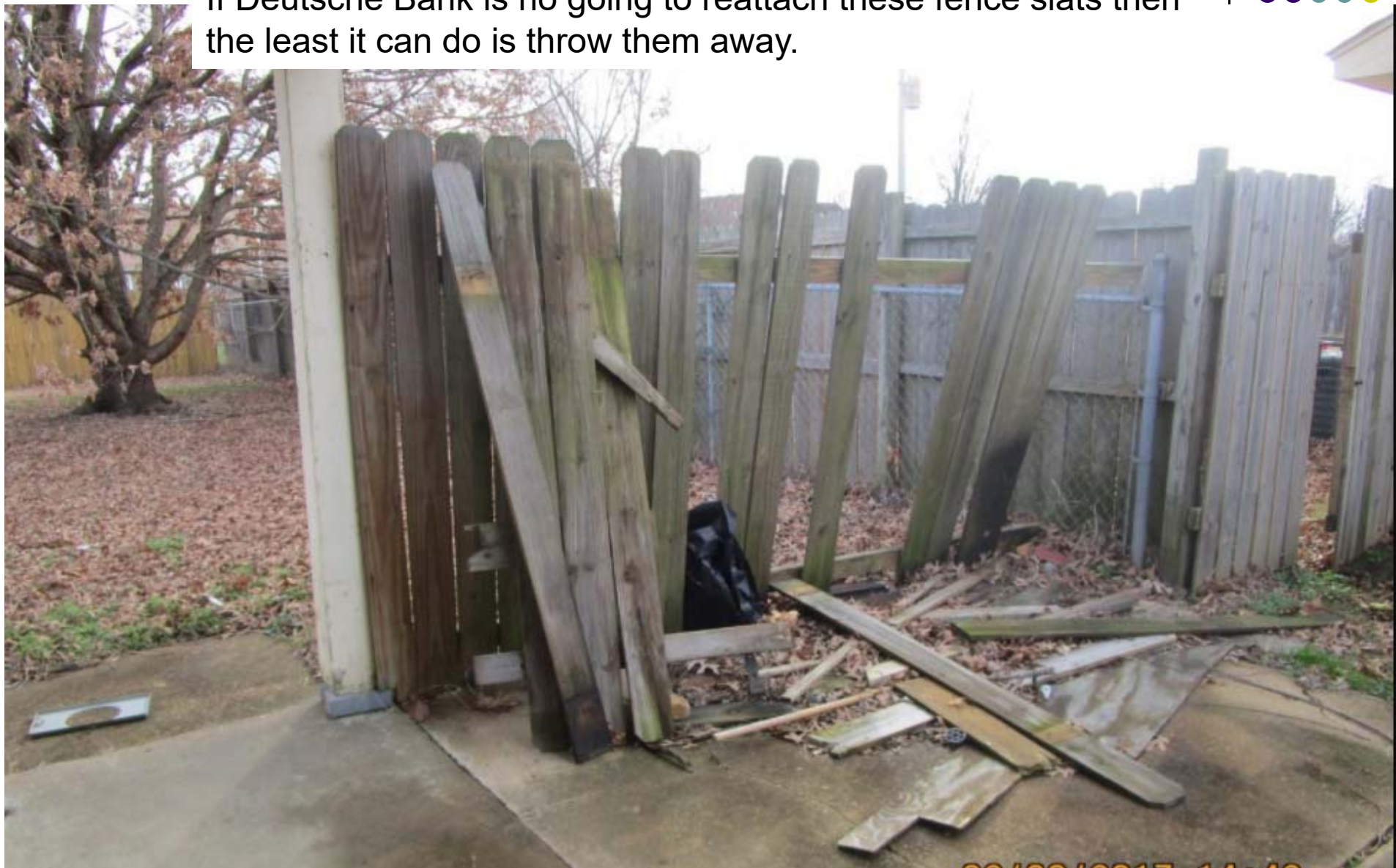


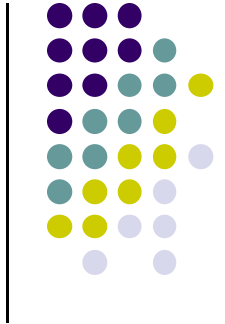
But the window pane is broken and the screen is bent.

Deutsche Bank should make sure the home entrance is clean—after all it makes a first impression and the homes in white neighborhoods are cleaned up.



If Deutsche Bank is no going to reattach these fence slats then the least it can do is throw them away.





These are the neighbors well-maintained homes next to the Deutsche property.

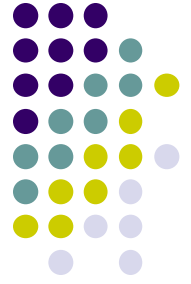




Deutsche Bank's Failed Maintenance in 2016 in African American Neighborhoods

The National Fair Housing Alliance investigated 31 Deutsche Bank homes in April 2016 and like 2017, they are not well-maintained or properly secured.

Deutsche Bank boards the windows on this nice home in a middle class African American neighborhood and also ...

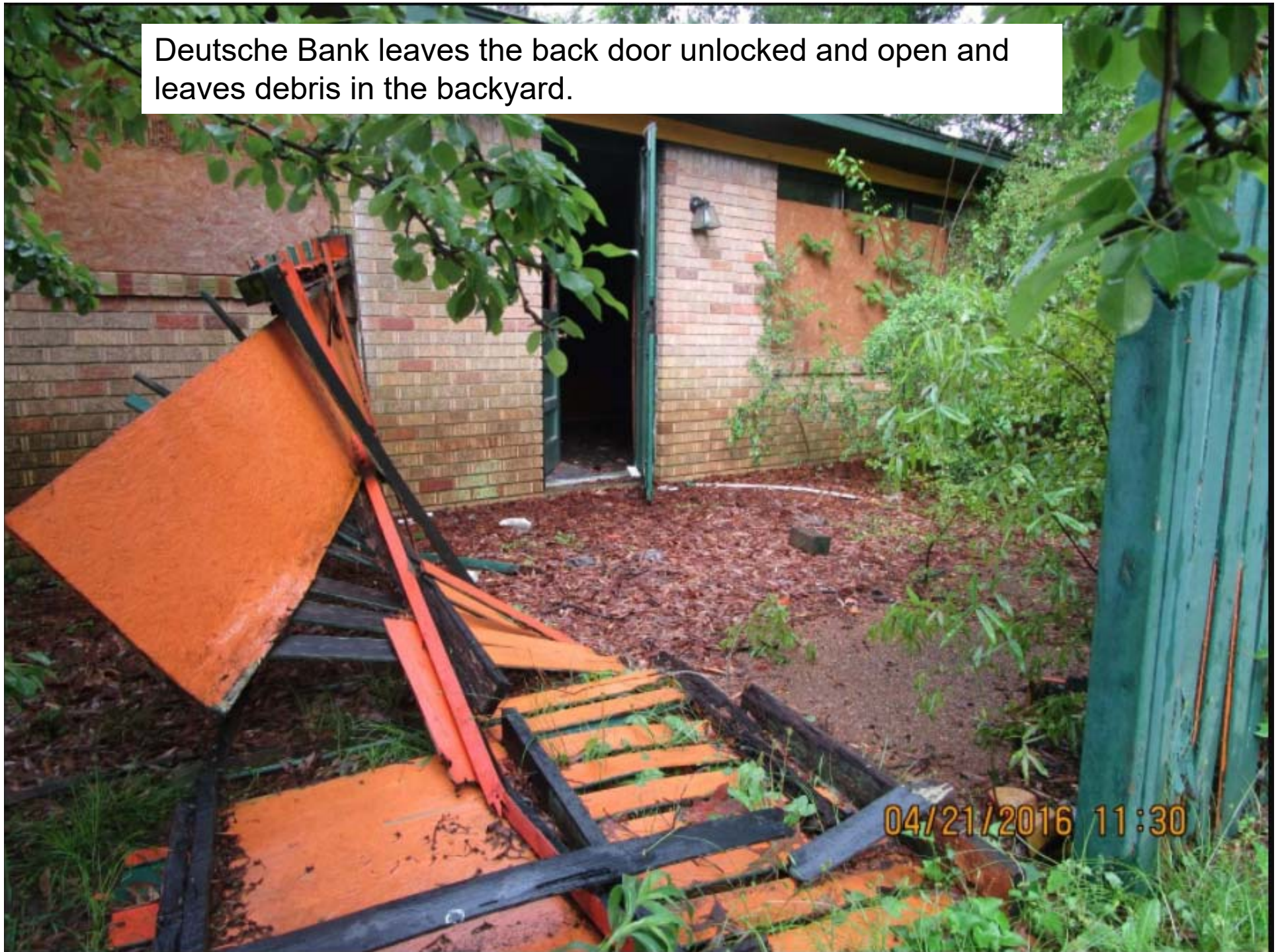


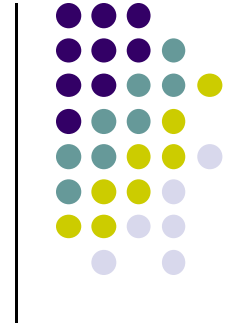


Deutsche Bank also leaves the front door unlocked and the back door...



Deutsche Bank leaves the back door unlocked and open and leaves debris in the backyard.





Deutsche Bank fails to mow the lawn, cut back bushes, or remove tires from the backyard.



The neighbors take care of their homes, but have to live next to Deutsche Bank's unsecured homes with debris left in the yard.



This Deutsche Bank home really lacks curb appeal with its overgrown lawn and the front door and every window boarded.





Deutsche Bank didn't clean the porch and let invasive take over.

The back of this Deutsche Bank home in an African American neighborhood is also all boarded and the lawn is overgrown and a pile of debris sits on the patio area.



The overgrown yard and debris-filled patio from a different angle





These are the neighbors' well-maintained homes next to the Deutsche Bank very poorly maintained home.



Another Deutsche Bank home in an African American neighborhood with an unsecured door and leaves piled around the yard.



Why doesn't Deutsche Bank regularly check on its homes and maintain them like it does in white neighborhoods? Open doors simply invite vandalism and theft.

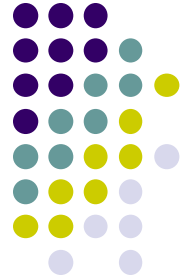


Just because there is a tarp o the roof doesn't mean Deutsche Bank should let the home look abandoned. If Deutsche Bank just cleaned up the yard, the home would look better. Let's see what the neighbor's homes look like...

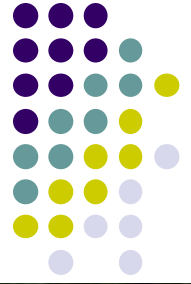


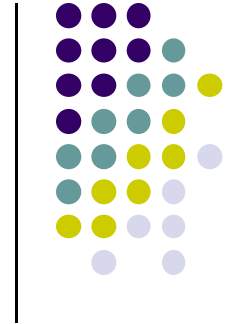


These are the next door neighbors' homes in this African American neighborhood.



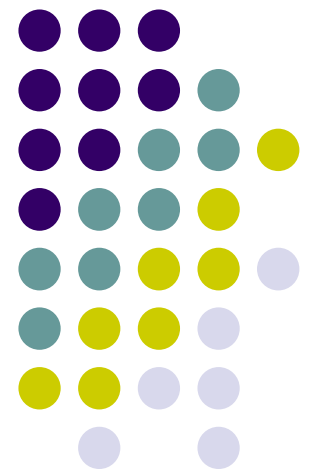
Deutsche Bank left its home's front door in this middle class
African American unsecured.





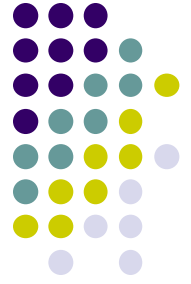
Obviously Deutsche Bank doesn't check regularly on this home or it would have repaired this broken lock.

Deutsche Bank failed to maintain its homes in 2014 in African American neighborhoods



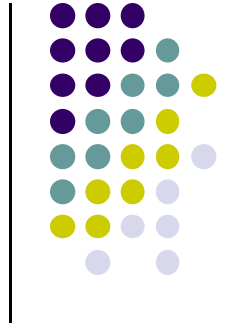
Now you'll see three Deutsche Bank homes in middle class African American neighborhoods where the Bank failed to secure the doors.





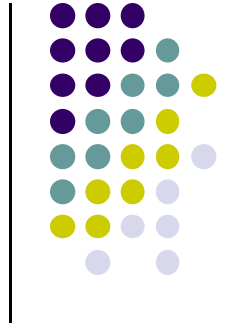
Second unsecured Deutsche Bank home.





**The third Deutsche Bank home in an African
American neighborhood left unsecured.**

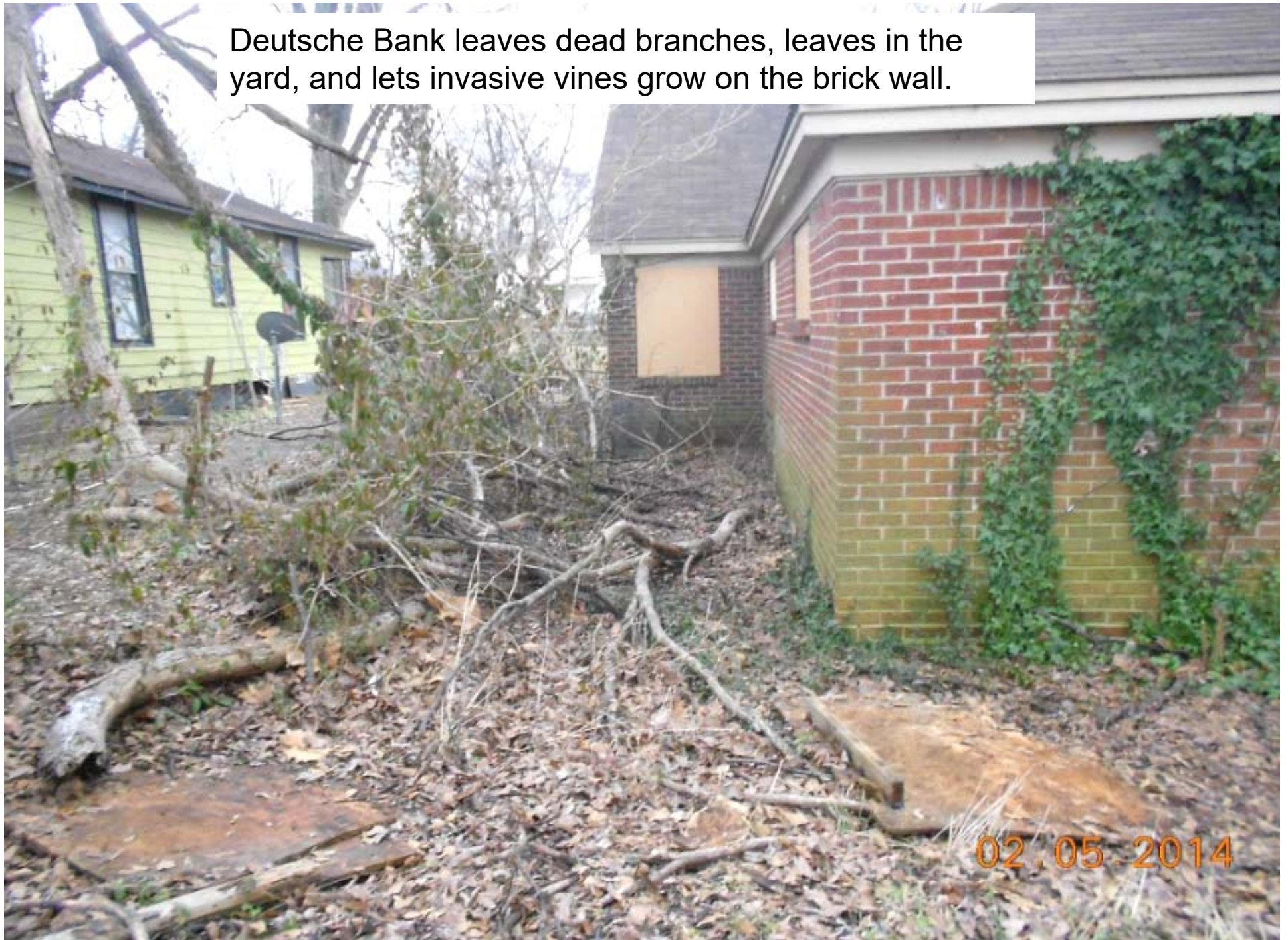




Deutsche Banks boards its home in this
African American neighborhood.



Deutsche Bank leaves dead branches, leaves in the yard, and lets invasive vines grow on the brick wall.



02.05.2014

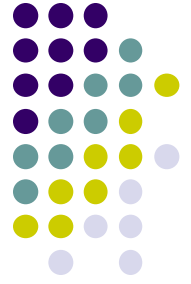
Deutsche Bank made sure its home in this African American neighborhood had no curb appeal by leaving tires in the yard, boarding windows, and letting the bushes grow wild.



Deutsche Bank failed to place a “for sale” sign here or clean up the leaves in the yard or at the front door of the home in this African American neighborhood. This makes the home appear to be abandoned. See inset photo of front door.



This neglect could be the reason these windows were broken out.



Deutsche Bank really neglected the backyard of its home in this African American neighborhood...

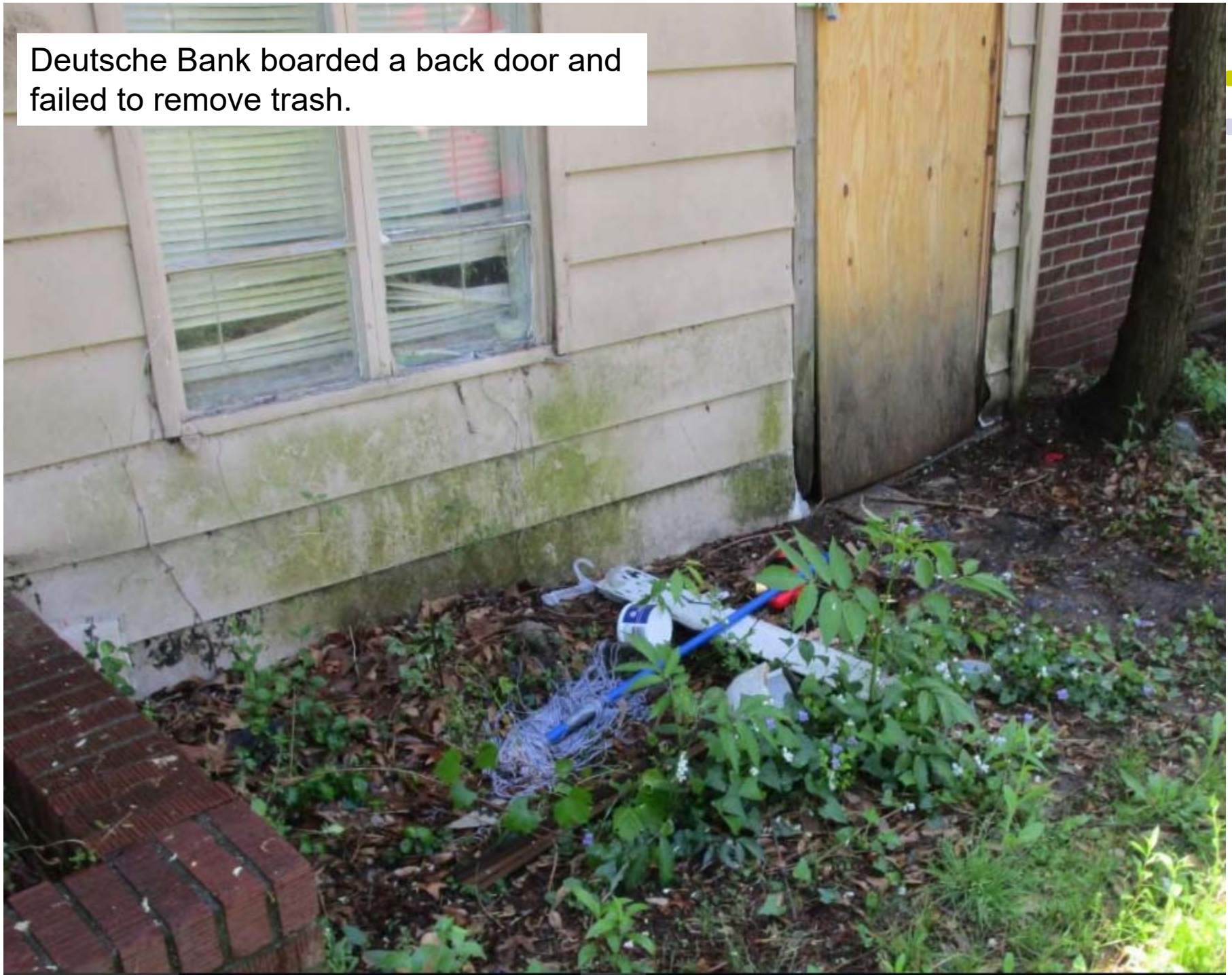


Deutsche Bank let the yard become wildly overgrown...

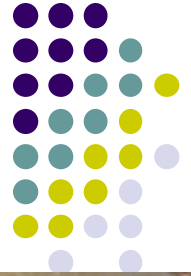


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04/21/2016 13:43

Deutsche Bank boarded a back door and failed to remove trash.



**Deutsche Bank left even more trash at it home in this
African American neighborhood.**



This Deutsche Bank home is boarded and a huge tree limb is in the yard. Boarded homes really hurt the curb appeal of the property.



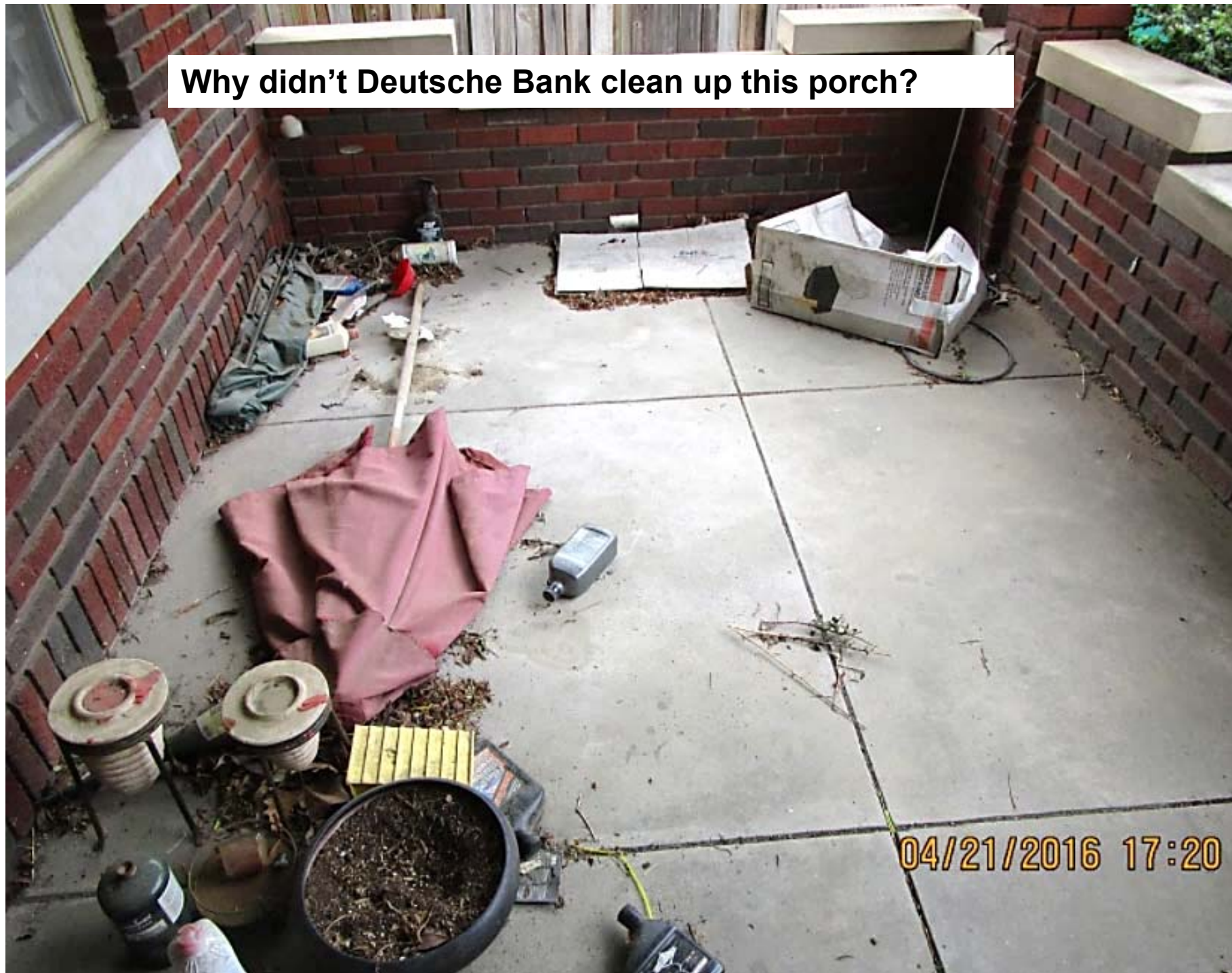
Deutsche Bank also boarded the back of this home.



This Deutsche Bank home in an African American neighborhood looks good from the curb, but walk onto the porch...



Why didn't Deutsche Bank clean up this porch?



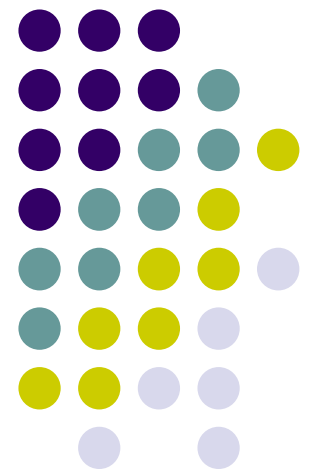
Deutsche Bank didn't clean up the back yard either.



Deutsche Left more debris in the yard.



How did Deutsche/Ocwen provide routine maintenance in white neighborhoods?



Deutsche Bank's home in a white neighborhood.



**Deutsche Bank's home in a white neighborhood.
The backyard is clean and free of debris.**





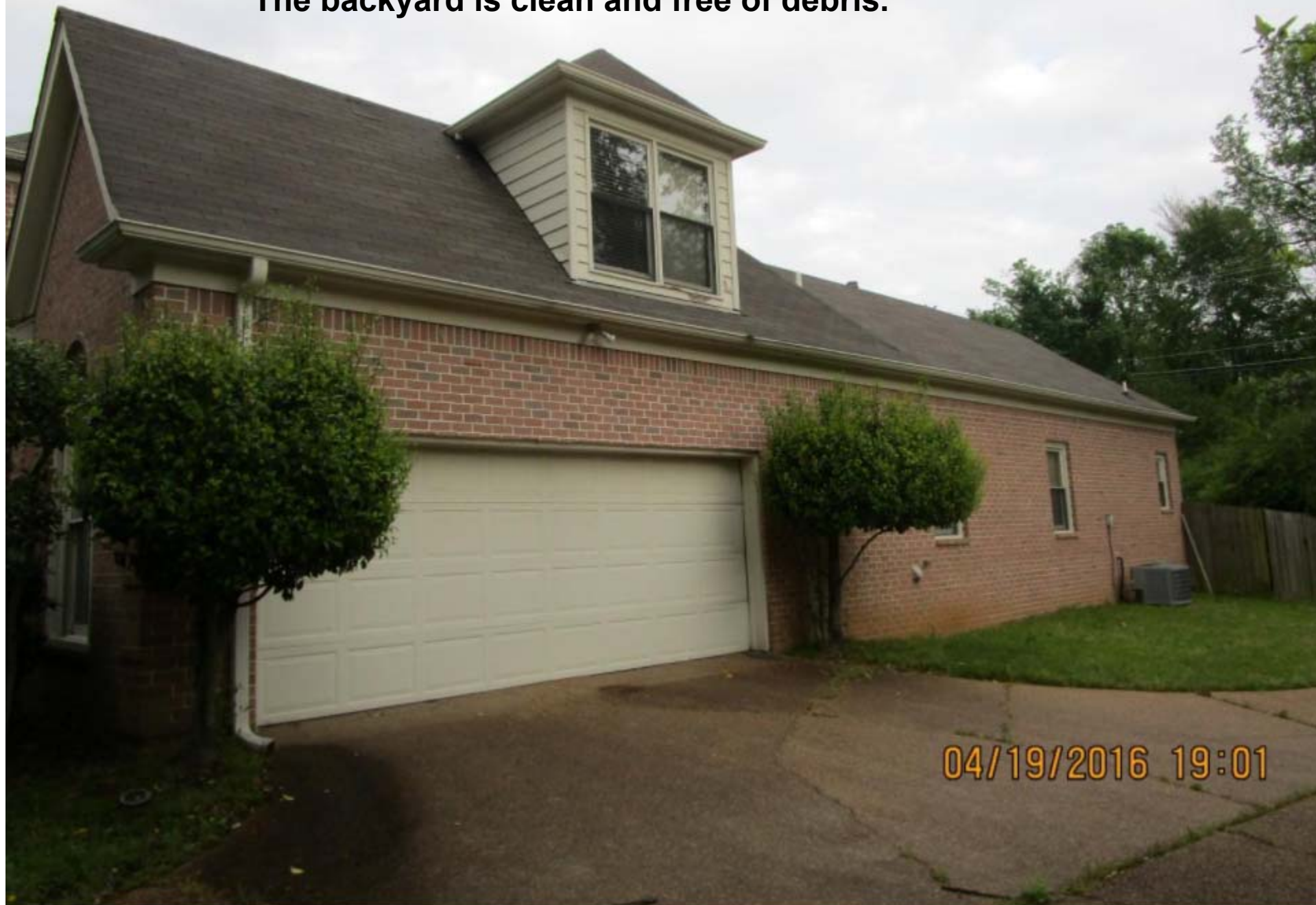
Front and back of the Deutsche home in a white neighborhood



Deutsche Bank's home in a white neighborhood.



**Deutsche Bank's home in a white neighborhood.
The backyard is clean and free of debris.**



Deutsche Bank's home in a white neighborhood.



**Deutsche Bank's home in a white neighborhood.
The back yard is clean and free of debris.**



Deutsche Bank's home in a white neighborhood.

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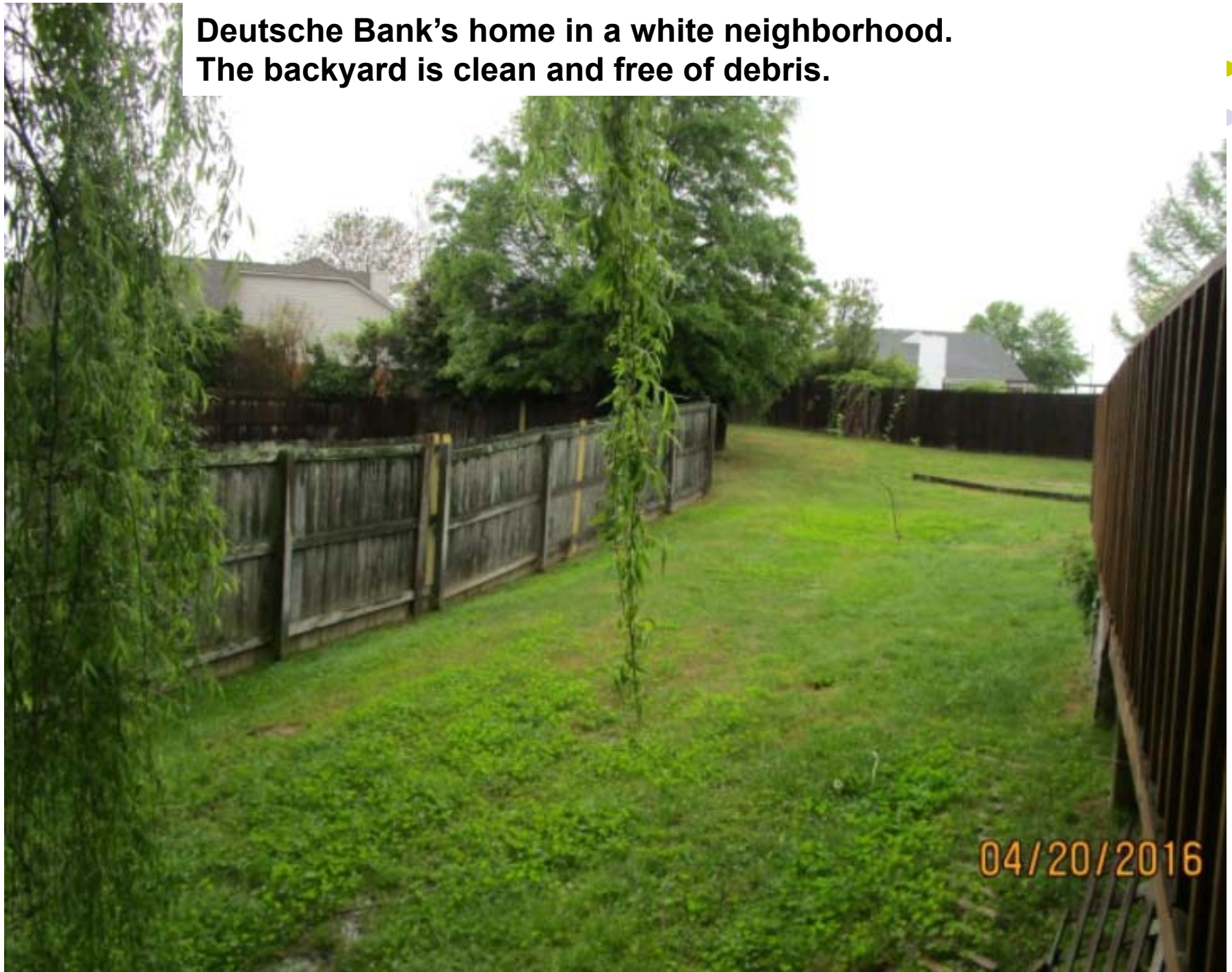
**Deutsche Bank's home in a white neighborhood.
The back yard is clean and free of debris.**



Deutsche Bank's home in a white neighborhood.



**Deutsche Bank's home in a white neighborhood.
The backyard is clean and free of debris.**



**Deutsche Bank's home in a white neighborhood.
The back yard is clean and free of debris.**

