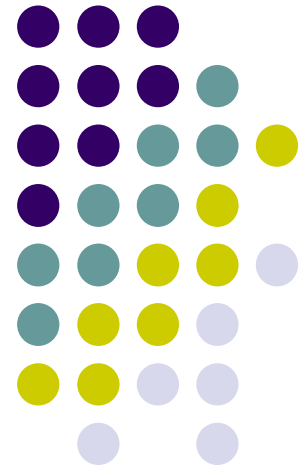


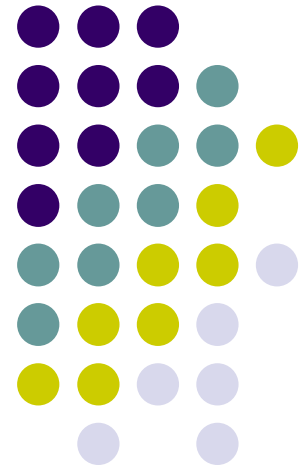
# **A Tale of Two Recoveries**

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

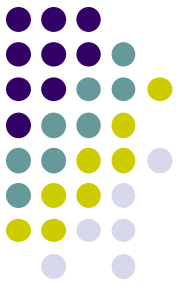


# **A Tale of Two Recoveries**

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

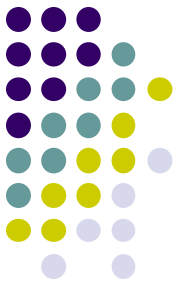


# Overview: Maintenance Investigation of Foreclosed Homes



- This power point reflects the investigation by Greater New Orleans Fair Housing Action Center over 5 years from 2013-2017.
- 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



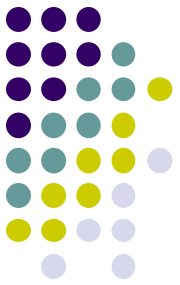
## Signage

- 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

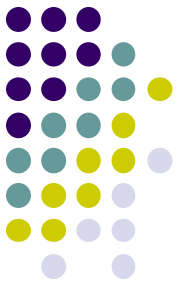
- Mold, discoloration, excessive rust, erosion



## Utilities

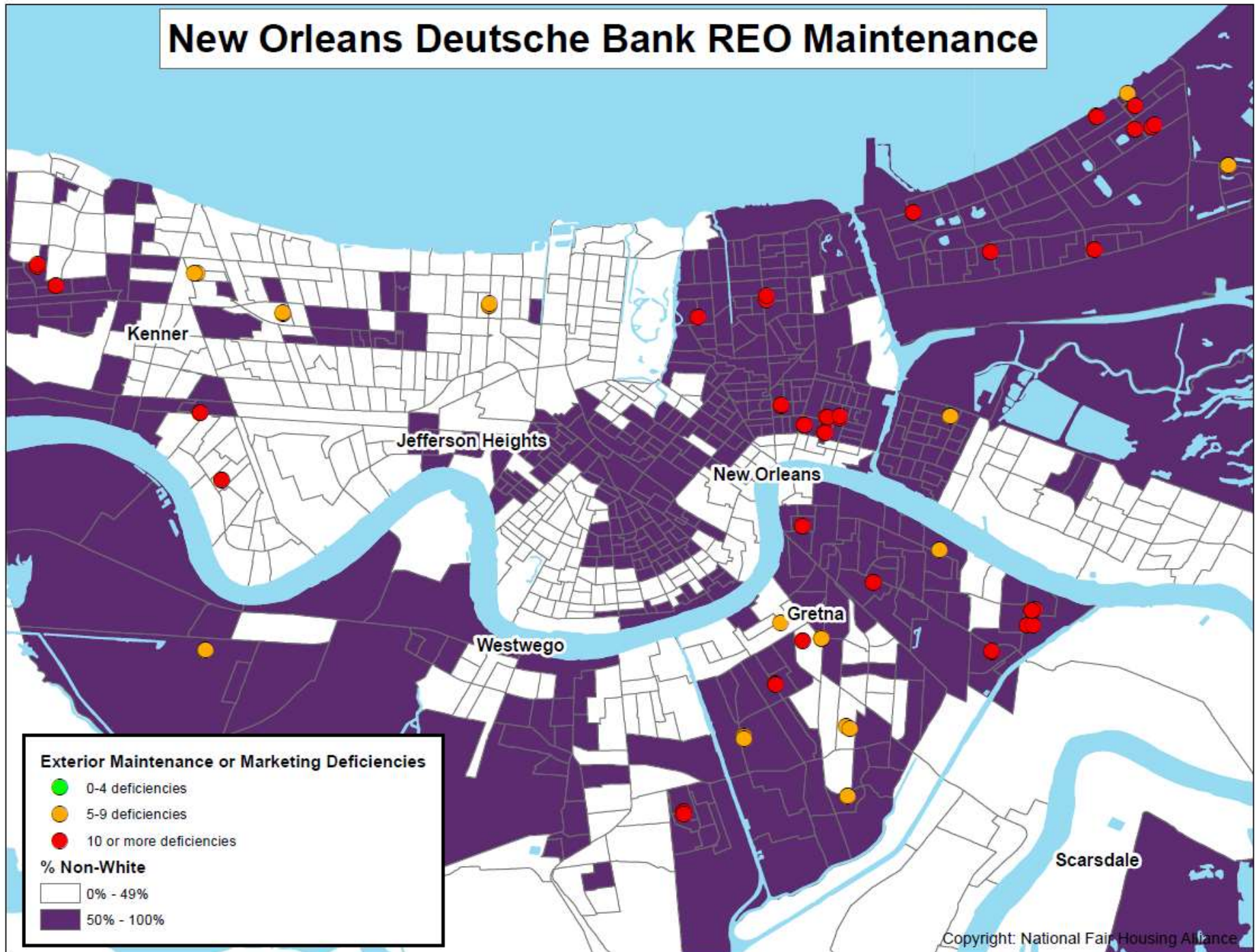
- Tampered with or exposed

# Investigations from 2013-2017



- 42 foreclosures owned by the Deutsche Bank
  - 29 in predominantly African-American neighborhoods;
  - 5 predominantly non-white neighborhoods
  - 8 in predominantly white neighborhoods.
- **79.4%** or 27 of 34 homes in neighborhoods of color had **10 or more** maintenance or marketing deficiencies while only 25% or 2 homes in white neighborhoods had 10+ problems.
- **73.5%** of properties in neighborhoods of color had **substantial amounts of trash or debris** while only 50.0% or 4 homes in white neighborhoods had the same problem.
- **61.8%** or 21 of 34 properties in neighborhoods of color had **broken or boarded windows**, while only 37% or 3 of 8 properties in white neighborhoods did.

# New Orleans Deutsche Bank REO Maintenance

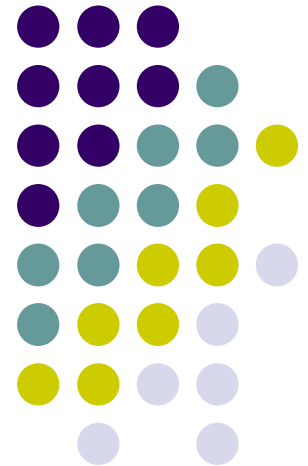




# Deutsche Bank Failed Maintenance 2017

**GNOFHAC investigated Deutsche from 2013 to January 2017.**

**Over the course of these 5 years, Deutsche/Ocwen and Altisource failed to provide routine maintenance to foreclosures in middle- and working-class African American neighborhoods in metro New Orleans. Each company is paid to preserve their properties.**



**Deutsche Bank fails to maintain its properties. This porch support is quite precarious and dangerous.**





Deustche leaves dead branches on the driveway.



01/18/2017 2



**Deustche/Ocwen/Altisource leave branches in the backyard with overgrown weeds.**



01/18/2017 23:42



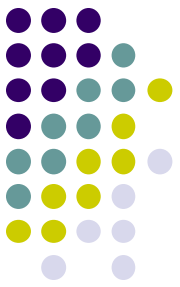
**Broken downspouts**





**Deutsche property in an African American neighborhood with overgrown scrubs, grass and trash on property, BUT EVEN WORSE...**





**Deustche leaves the home unsecured increasing potential for vandalism or fire and putting neighbors and their homes at risk**

**This Deutsche home in a middle class African American neighborhood has an overgrown lawn and dead branches in back yard. These conditions hurt curb appeal and signal to vandals that no one is watching the property.**





A photograph of a back yard in winter. A wooden fence runs along the left side, partially obscured by a large pile of bare, tangled branches. To the right, a brick house with a white window is visible. A metal post-and-rail fence is in the foreground. The ground is covered with dry leaves and some green grass. The sky is blue with some clouds.

Poorly maintained back yard.

01/23/2017 23:06



**Best price for this home increases with minor maintenance fixes...**

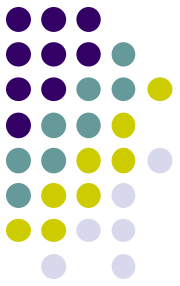


01/18/2017 23:08

**Boarded and broken windows hurt curb appeal and fixing this one pane of glass is inexpensive.**





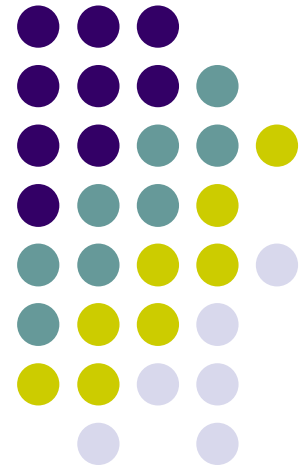


**Routine maintenance means clearing out trash, debris and maintaining lawn and scrubs.**



# **Deutsche Bank's continues to fail to maintain its foreclosures in African American neighborhoods in 2016**

**Even though national reports describing the need for proper maintenance and the harms caused by failed care were released by the National Fair Housing Alliance in 2011, 2012 and 2014; Deutsche made no changes in maintaining homes in communities of color across the United States.**

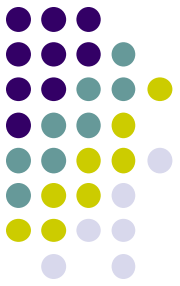


**Along with overgrown weeds as grass, Deutsche  
left trash at the home.**





**Deutsche left a hole and hanging light fixture creating both an electrical hazard and allowing birds or insects access to the home.**



**Another neighbor who takes care of his home must endure a really poorly maintained Deutsche Bank property next door.**





**Deutsche/Ocwen left this trash in the front yard,  
but its is even worse around the home...**





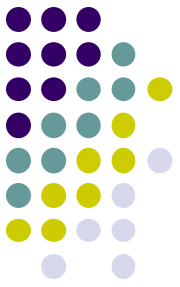
**Deutsche/Ocwen is supposed clean out all trash/debris left in the home following foreclosure and take it to the dump. Instead, they dumped it all over the back yard!!!**











**More trash and debris, dead branches and weeds take over the yard. How do you even market a home in this condition?**



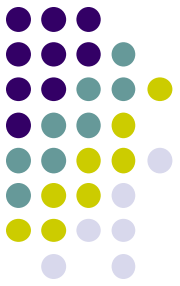


The hot tub holds trash and it has been so long since Deutsche/Ocwen maintained the property that weeds have taken over the hot tub.



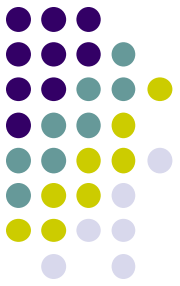


**The bushes are overgrown at the door, but from the front it doesn't look too bad...**





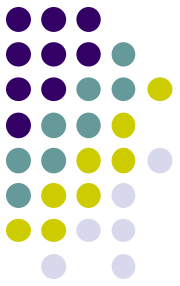
**But these overgrown bushes hurt curb appeal for prospective homebuyers and ...**



**Why would Deutsche/Ocwen board these windows from the inside?  
How is that protecting windows? It simply serves to block light into  
the home and sends a negative message to homebuyers.**



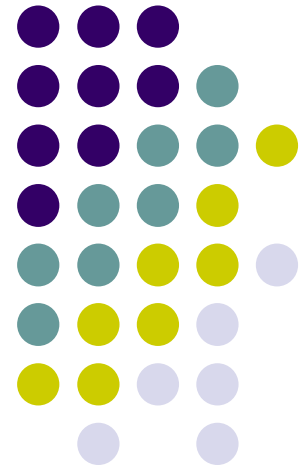




**This is a simple fix that will keep animals from nesting in the wall.**

# Deutsche Bank Failed Maintenance in 2015

**GNOFHAC continues to document failed maintenance in 2015.**



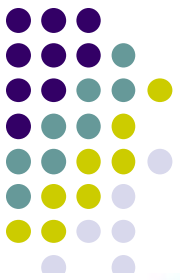


**This neighbor endures living next to the poorly maintained Deutsche Bank foreclosure...**



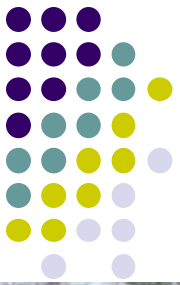


**African American neighborhood in Harvey. This what happens when a Deutsche foreclosure is neglected. Overgrown shrubs, litter...**

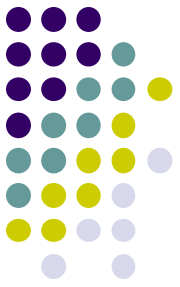




# Broken fence and unsecured gate encourages vandalism and graffiti



**Vandalism happens when a home is perceived as abandoned.**





# Deutsche Foreclosure with no curb appeal because of boarded front window.



02/20/2015 12:19

**Overgrown side yard and back detract from appeal to owner-occupant buyers.**





**Unappealing back yard with  
overgrown weeds and trash.**

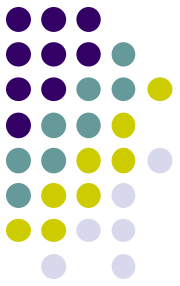




**This Deutsche Bank property has great potential, but the bank fails to provide routine maintenance. The lawn is wildly overgrown.**








**Rather than replacing this pane of glass,  
Duestche boards the window from the  
inside—this doesn't protect it from  
further breakage!**

**02/20/2015 15:5**



A photograph of a back yard. In the background, there is a wooden fence. Above the fence, there are bare, tangled tree branches. The foreground is filled with dense, green weeds and grass. A large, fallen branch lies across the middle of the yard. The text "Just like the front yard, the back yard is wildly overgrown encouraging snakes, rats, mice, and fleas." is overlaid in yellow. In the bottom right corner, there is a timestamp "02/20/2015 16:00" in orange.

**Just like the front yard, the back yard  
is wildly overgrown encouraging  
snakes, rats, mice, and fleas.**

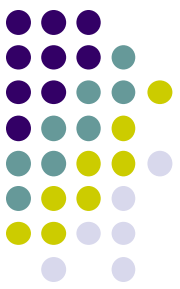
**02/20/2015 16:00**





**Ocwen/Altisource is supposed to maintain the yard and remove trash, but Deutsche Bank allows this condition to exist. Imagine being the homeowner next door.**





**This modest home in a working class African American neighborhood is surrounded by trash and litter.**

**Deutsche/Ocwen/Altisource is paid to keep the yard clean.**

02/26/2015 17:07



**What we know for sure...poorly maintained properties attract illegal dumping.**

02/26/2015 17:11





02/26/2015 17:11





02/26/2015 17:09





More neglect by Deutsche. Cleaning the property and reattaching the siding goes a long way in making home presentable.

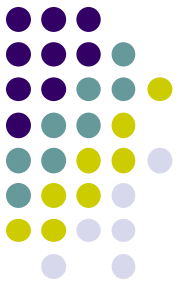
02/26/2015 17:11



**This Deutsche property is  
unsecured and wildly  
overgrown.  
Deutsche/Ocwen/Altisource  
clearly are not maintaining the  
property.**



02/26/2015 17:26



**Deustche/Ocwen and  
Altisource leave this  
home unlocked and  
windows broken out.**

02/26/2015 17:32



**The back yard is overgrown.**



02/26/2015 17:35



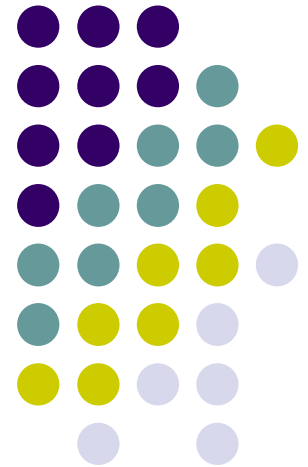
**A little perspective as to the  
height of the weeds**



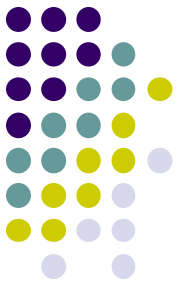
02/26/2015 17:33



# What does Deustche's 2015 Maintenance in a White Neighborhood Look Like?

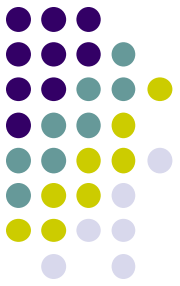


# Modest Property in White Neighborhood

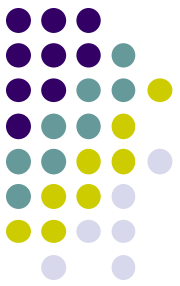




**Doors secured.**



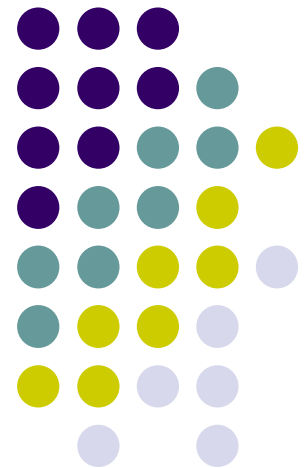
**Deutsche/Ocwen/Altisoucre do good work in this white neighborhood. All doors secured and no leaves or belongings after move out cleaned up and sent to dump—not left in yard.**



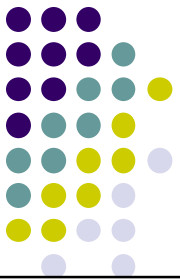


# Deutsche Bank Failed Maintenance 2014

Deutsche Bank was well aware of discrimination complaints being filed for poor maintenance of bank-owned homes in communities of color across the US, but still failed to provide routine maintenance.

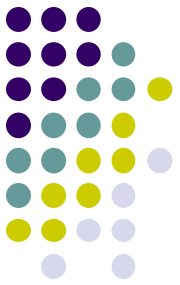


**Deutsche boards windows in communities of color detracting from curb appeal and marketing.**

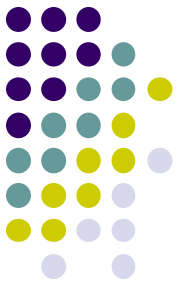




**Deutsche fails to remove invasive weeds  
from soffit.**

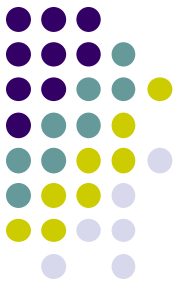


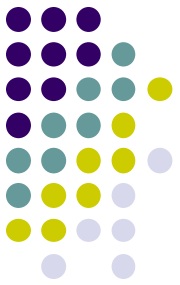
**Deutsche fails to remove trash and litter from the yard of this home in an African American neighborhood.**





**More trash and dead branches are left in the yard.**



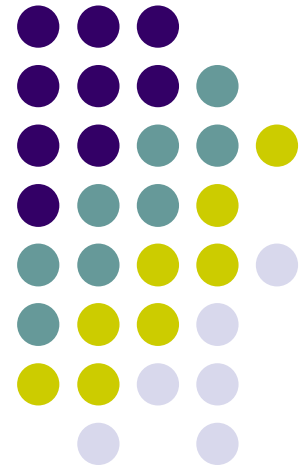


**A broken, rusted  
fence is not  
removed.**

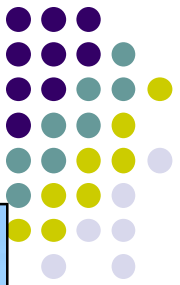


# Deutsche Bank Failed Maintenance in 2013

The investigation began in 2013 and you can see over the years Deutsche Bank refused to improve the routine property maintenance on its properties.



**Debris and trash is left all around this Deutsche Bank home in a middle class African American neighborhood.**

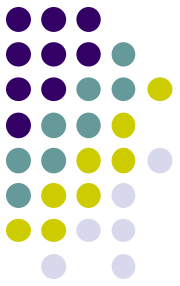






11/08/2013 1

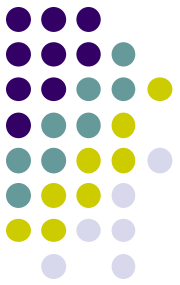




**The screen and trash  
are left among the  
weeds.**







More trash  
is left  
behind by  
Deutsche.









**Broken fence material and other debris is left at the property.**

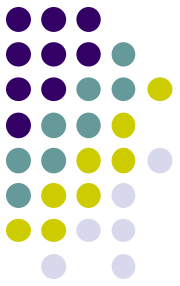






**This Deutsche home in a middle class African American neighborhood is completely unprotected because the door is unlocked and opened.**





**Deutsche Bank  
puts this home  
and the  
neighbors,  
especially  
children, at risk by  
failing to secure  
the property.**