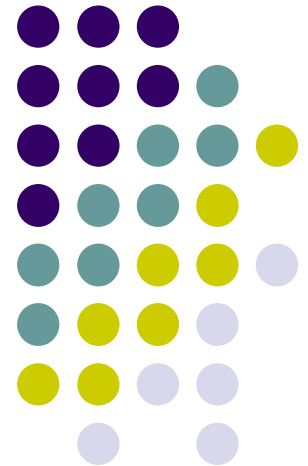


A Tale of Two Recoveries

**How Deutsche Bank, Ocwen Financial,
and Altisource Failed to Maintain
Bank-Owned Homes in
African American and Latino
Neighborhoods in metro Orlando, FL.**

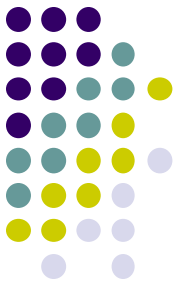


Overview: Maintenance Investigation of Bank-Owned Homes



- This PowerPoint reflects the investigation by the **Fair Housing Continuum** from 2015-2017. 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 properties 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 homes 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

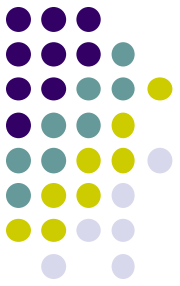


Signage

- 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

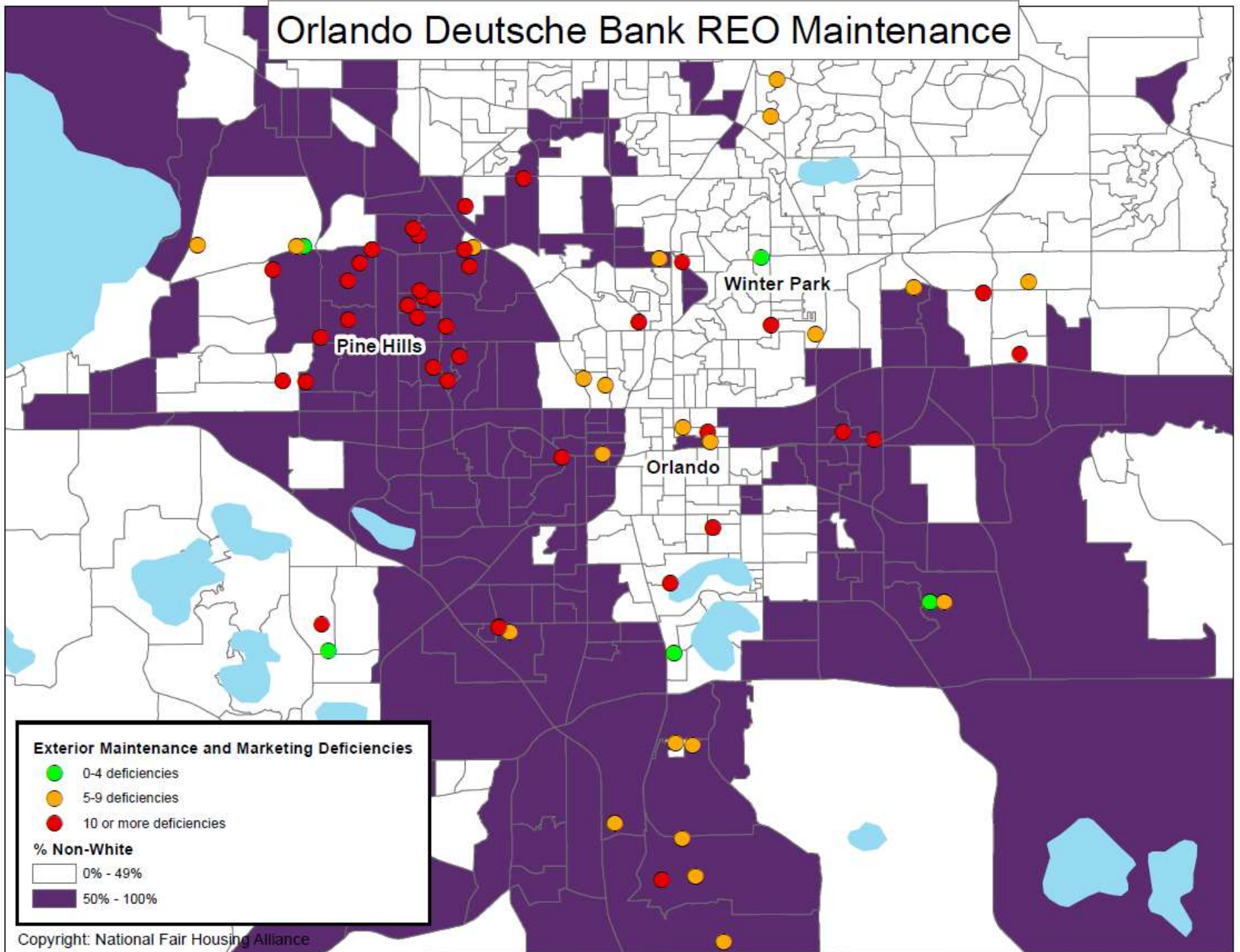
- Mold, discoloration, excessive rust, erosion



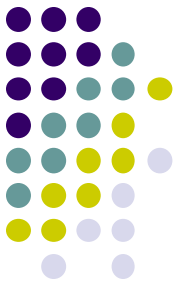
Utilities

- Tampered with or exposed

Orlando Deutsche Bank REO Maintenance



Racial Disparities

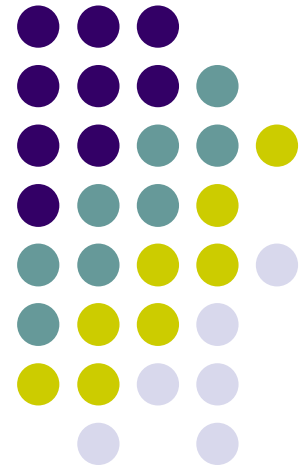


- The Fair Housing Continuum investigated 64 Deutsche Bank homes. Thirty-seven (37) Deutsche Bank homes were located in communities of color and twenty-seven (27) were located in white neighborhoods.
 - 19 were located in predominantly African-American neighborhoods
 - 9 were located in predominantly Latino neighborhoods
 - 9 were located in predominantly non-white neighborhoods
 - 27 were located in predominantly white neighborhoods
- **86.5% or 32** of 37 Deutsche Bank-owned homes in neighborhoods of color had **substantial amounts of trash**, while only 51.9% or 14 properties in predominantly white neighborhoods did.
- **45.9% or 17** of Deutsche Bank's properties in neighborhoods of color had **unsecured or broken doors**, while only 29.6% or 8 properties in predominantly white neighborhoods had this serious problem.
- **54.1% or 20** Deutsche Bank homes in neighborhoods of color had **broken or boarded windows**, while only 25.9% or 7 properties in predominantly white neighborhoods had this serious problem.

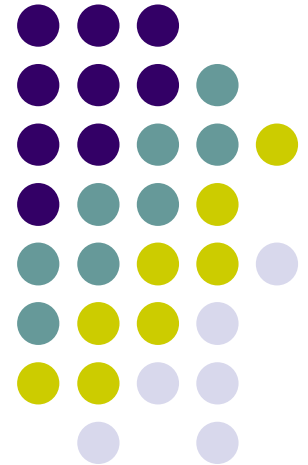
Deutsche Bank/Ocwen Failure to Maintain Homes in Communities of Color in 2015 and 2017

The Fair Housing Continuum investigated 9 Deutsche Bank-owned homes in Orlando and Winter Park in 2017.

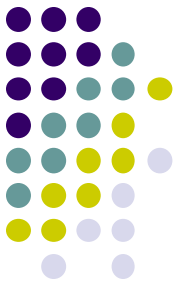
In 2015, the FHC investigated 28 Deutsche Bank/Ocwen homes in metro Orlando.

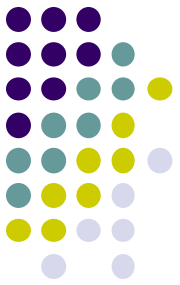


Deutsche Bank and Ocwen fail to secure pools in Latino neighborhoods



Deutsche Bank and Ocwen fail to secure the pool in this Latino neighborhood and they put children at risk.



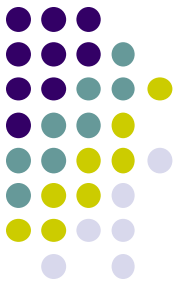


This gate is unsecured to the back yard and poses a serious safety and health threat for the neighbors...

Deutsche / Ocwen left the gate unsecured, the pool uncovered, and not drained. Children could fall into the pool and Deutsche / Ocwen is supporting a breeding place for mosquitoes.



Another Deutsche Bank/Ocwen home in a Latino neighborhood where the pool is left unsecured, which creates a health and safety issue for the neighbors.

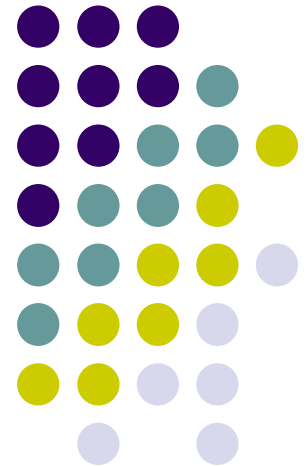


There is open access to the pool and water is accumulating in the sagging pool cover, creating a breeding ground for mosquitoes.



01 26 2017 13:57

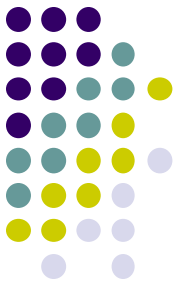
Deutsche Bank homes in White neighborhoods are well-maintained in 2017



This Deutsche Bank home in a white neighborhood is fully secured and no debris from the cleanout was left on the property.

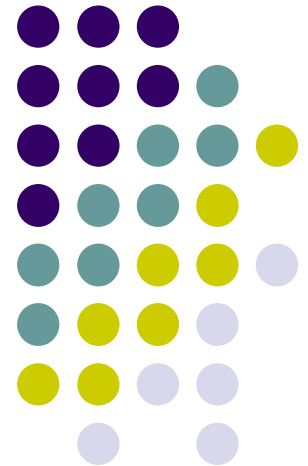


Another example of good maintenance in white communities by Deutsche Bank.

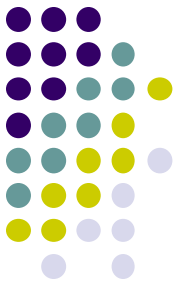


In 2015, the Fair Housing Continuum investigated 55 Deutsche Bank Homes

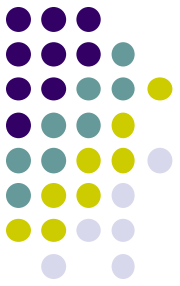
Let's look at some examples of how Deutsche Bank maintained its 33 homes in communities of color.



Deutsche Bank's home in this working class African American neighborhood is poorly maintained.



Deutsche Bank allowed standing water in the yard even while Florida is fighting Zika and other mosquito-borne diseases.
You can see trash and algae in the standing water.



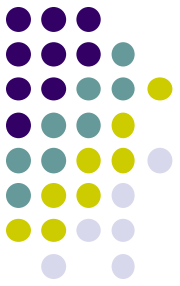
The backyard is covered with leaves and trash is mixed in the leaves of this Deutsche Bank home.



**Deutsche Bank again boards windows in
African American neighborhoods.**



This Deutsche Bank home in an African American neighborhood is a danger to children and neighbors because the home is unsecured and the pool is uncovered.



**Deutsche left two doors unlocked,
opening the home to vandals and
squatters**

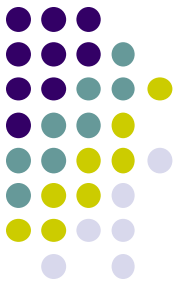


Deutsche Bank fails to secure this home—leaving doors unlocked and open and failing to secure the yard so children cannot go to the pool. Deutsche has also provided a fertile area for mosquitos to breed and pass along diseases.



01.17.2015 22:59

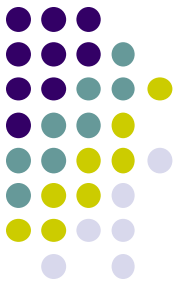
Deutsche Bank and Ocwen leave debris at home in African American neighborhood.



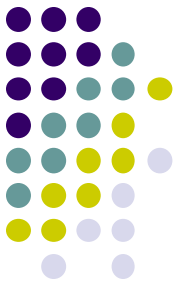
Deutsche/Ocwen left all this debris at this home in an African American neighborhood.



Deutsche/Ocwen boards the front door of its home in a Latino neighborhood. The back yard is wildly overgrown, trash is left behind and an RV is abandoned on property.



There is an abandoned RV in the backyard.

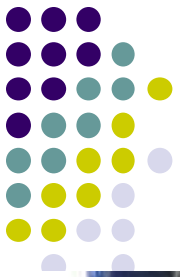




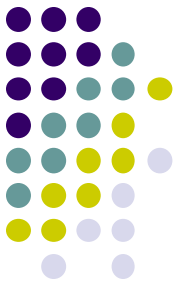
Deutsche/Ocwen leave trash⁹⁹ around the backyard.



Deutsche / Ocwen allow invasive weeds and plants to take over the backyard in this Latino neighborhood.



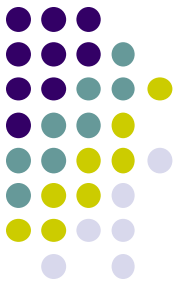
Deutsche /Ocwen let weeds take over fence and fail to repair the gate or fence. You can see trash in the weeds as well.

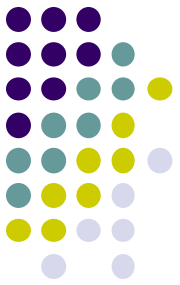


This Deutsche/Ocwen home in an African American neighborhood doesn't look bad from the road, but try marketing it once you look around.



Boarded windows send a negative message to owner-occupant buyers and block light into the home for viewing. Deutsche/Ocwen chose not to repair the window panes in the African American neighborhood.



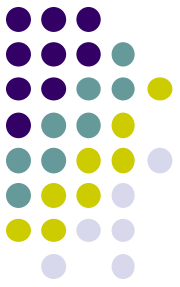


Easy enough to remove so people can view the home, but Deutsche/Ocwen fail to clean out the insects.





**Deutsche/Ocwen leave
trash, boards, screens,
and pipes in the yard.**



Deutsche/Ocwen also failed to repair this hole leading into the home.

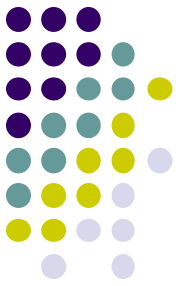




Deutsche / Ocwen fail to make the easy repairs of reattaching the fence, eliminating the insects, and cleaning up the trash - all of which detract from the home's market appeal.

Deutsche Bank is paid to clean out the home once it becomes the owner of record. At this home that it owns, Deutsche has completely failed to clean up after the clean out. Neighbors had to endure an unbelievable amount of trash, debris, and garbage. All of this is fertile breeding ground for snakes, mice, and rats.





Deutsche failed to secure its home—leaving it susceptible to vandalism and squatters.

Again, these conditions put the neighbors at risk, especially the children.

Deutsche Bank's preservation company just threw everything into the backyard instead of taking it to the dump. A second door to the home is unsecured and graffiti is painted on the door.



01.17.2015 23:58

Deutsche Bank left even more debris in the yard and failed to secure the shed.





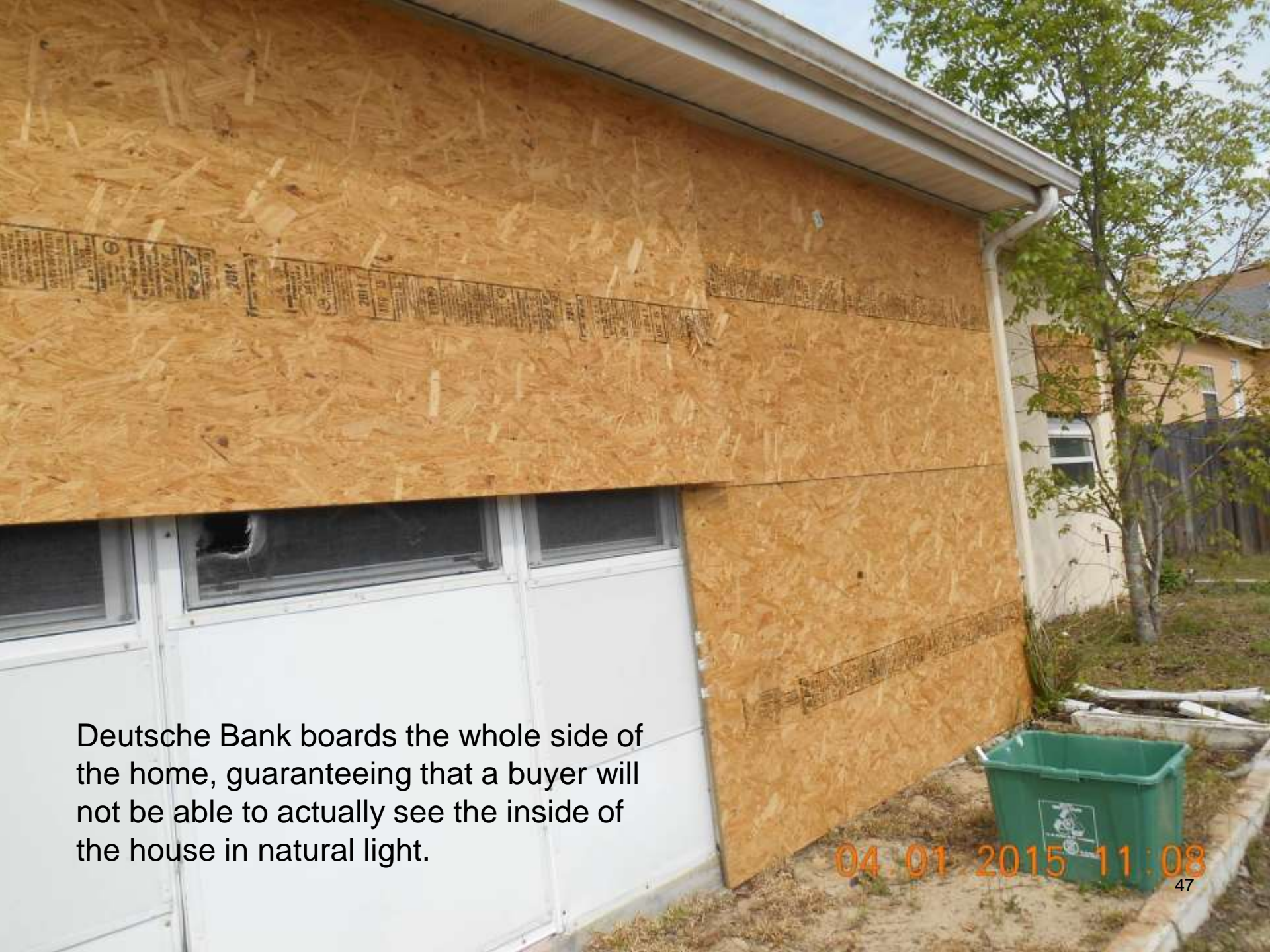
Deutsche left even more trash⁴⁴.



This Deutsche Bank-owned home in a middle class African American neighborhood has poor curb appeal with overgrown weeds and a boarded garage door, but it gets worse...

Deutsche Bank decided to board up doors and windows around the home.



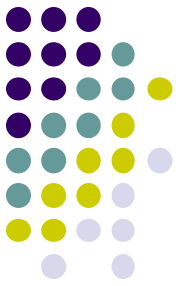


Deutsche Bank boards the whole side of the home, guaranteeing that a buyer will not be able to actually see the inside of the house in natural light.

04.01.2015 11:08

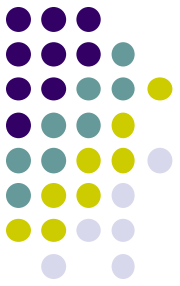


Deutsche Bank boards the garage door so a buyer has no idea if the garage door opener even works.



**Deutsche Bank
boards the
corner windows,
but leave the
window below
open.**

In addition to boarding this home in the middle-class neighborhood, Deutsche leaves debris in the yard. This home lacks sales appeal to owner-occupant buyers.

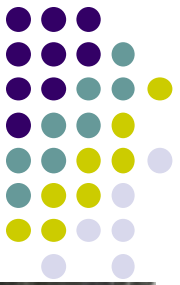




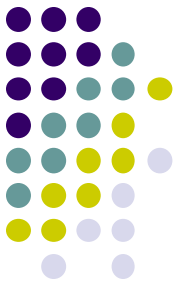
These are the neighbors who are forced to live next to the Deutsche Bank-owned boarded up home. Boarded homes reduce property values and increase health and safety issues for neighbors.



There is already boarded siding and dead tree limbs visible at this Deutsche/Ocwen home in an African American neighborhood.



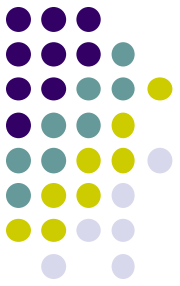
Deutsche Bank/Ocwen left two doors unsecured at its home in an African American neighborhood.





Deutsche Bank / Ocwen boarded this door and patched this siding up with a board, creating an eyesore.

Deutsche Bank and Ocwen allowed the backyard to become seriously overgrown with weeds and saplings.





Neighbors' well-maintained homes next to Deutsche/Ocwen's poorly maintained home.
The unsecured doors of Deutsche's home puts all families at risk.



This Deutsche Bank-owned home in a working class African American neighborhood has unsecured doors and an unsecured pool area.



01.17.2015 23:25
57

If Deutsche Bank secured this gate, no one would have access to the uncovered pool.



01.17.2015 23:34



This easy access to the pool creates both a danger for children in the neighborhood from drowning and a health danger from mosquitos breeding and passing along diseases.



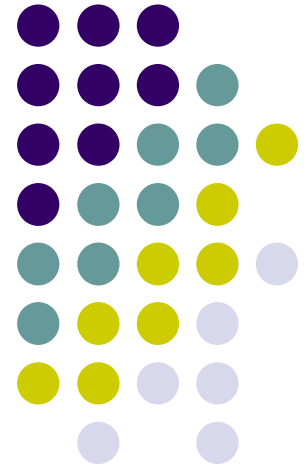
01.17.2015 23:35



Deutsche Bank also failed to remove the trash and debris from the clean out of the property after it took possession. Too often Deutsche Bank just throws everything in the backyard instead of taking it to the dump as they are paid to do.

How does Deutsche Bank/Ocwen Maintain Homes in White Neighborhoods?

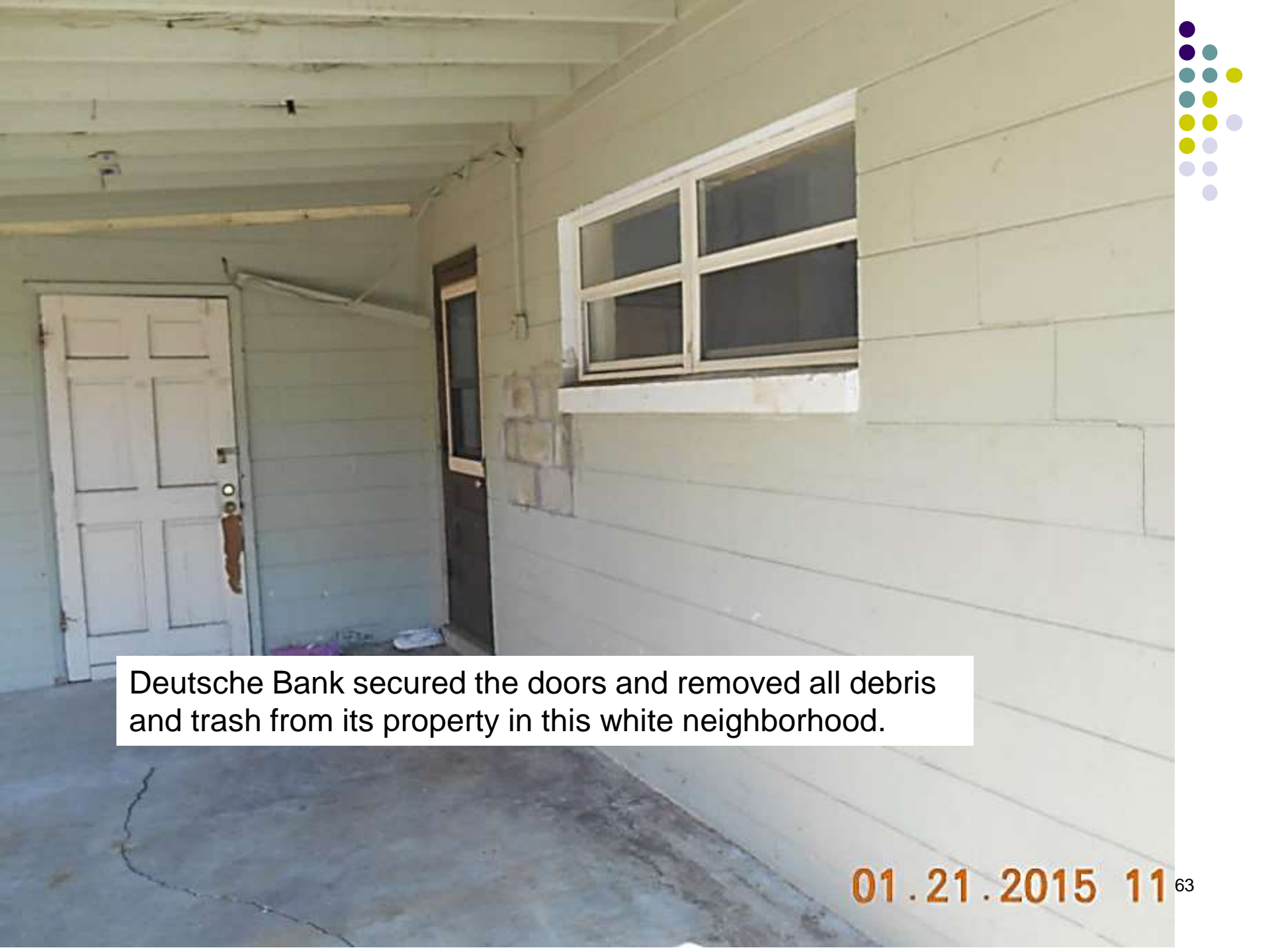
These examples are representative of Deutsche Bank's routine maintenance at its homes in white communities. Not every home was perfect but no homes were as poorly maintained as those in communities of color.



This Deutsche Bank home in a working class white neighborhood has a clean yard, no trash from the clean-out left anywhere, and a “for sale” sign in the front yard.



01:21:2015:11:2²

A photograph of the exterior of a building with light-colored horizontal siding. On the left is a white six-panel door with a metal handle and lock. To its right is a dark door. Above the dark door is a white-framed window with four panes. The ground is a concrete porch. A white text box is overlaid on the lower left of the image.

Deutsche Bank secured the doors and removed all debris and trash from its property in this white neighborhood.

01.21.2015 11 63

Deutsche Bank cleaned up the back yard, removed broken fence slats to make the yard presentable for showing to owner occupant buyers.



01.21.2015 11:39

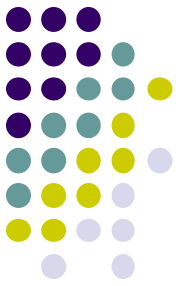
This Deutsche Bank home in a middle class white neighborhood is neat and clean.



03.18.2015 14.28

Deutsche Bank covered and secured the pool in this white neighborhood.





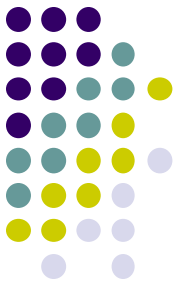
Deutsche Bank
cleaned the yard
and left no debris
or leaves around
the property.



Deutsche Bank keeps its home very clean in this white neighborhood.



Deutsche Bank seems to have this area regularly cleaned – there are no leaves or dirt in the area.



The back yard of this Deutsche Bank home is free from debris and very clean.

03.18.2015 10:18

This Deutsche Bank home in a white neighborhood has good curb appeal because it is clean and the lawn is mowed. It also has a professional “for sale” sign in the front yard.



Once again, Deutsche keeps the patio area of its home in this white neighborhood clean.



The backyard of this Deutsche Bank home is neat and clean as well.

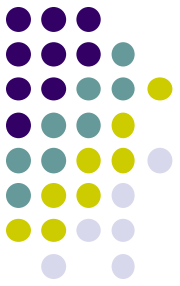


This modest Deutsche/Ocwen home in a white neighborhood is in good shape.



03 18 2015 14 50

This Deutsche/Ocwen modest home in a white neighborhood is clean—no leaves or litter on the sidewalk.



Deustche/Ocwen removed all of the clean out debris and left nothing in the back yard in this white neighborhood.



03.18.2015 14:56

This Deutsche Bank home has a clean yard, a “for sale” sign, no debris or trash, and all the clean-out trash had been properly removed.



This Deutsche Bank home was in good condition with no debris, leaves, or branches left in the backyard. However, the sliding door on the second floor was not secured although it was closed.

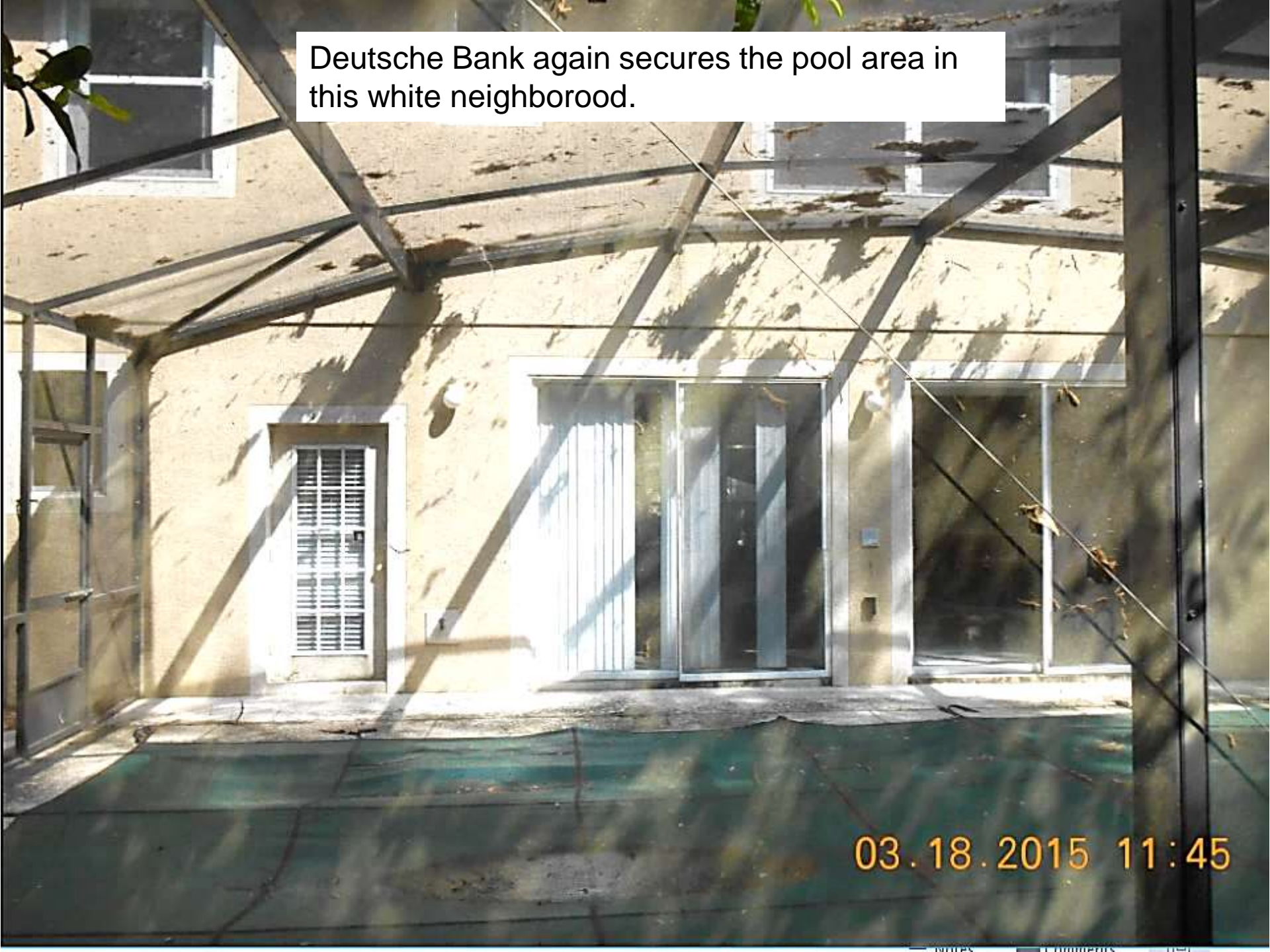


03.19.2015 10:53

Deutsche Bank's home in this white neighborhood is free of litter, free of debris from the clean-out, and the pool is secured.



Deutsche Bank again secures the pool area in this white neighborhood.



03.18.2015 11:45