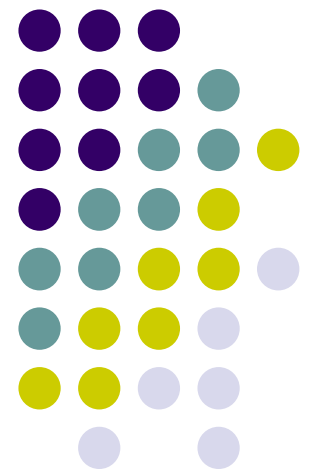


A Tale of Two Recoveries

**Deutsche Bank, Ocwen Financial,
and Altisource Failed to Maintain
Homes in African American
Neighborhoods in Philadelphia, PA.**



Overview: Maintenance Investigation of Bank-Owned Homes



- This PowerPoint reflects the investigation by the **National Fair Housing Alliance** from 2013-2017. 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 property.
 - 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

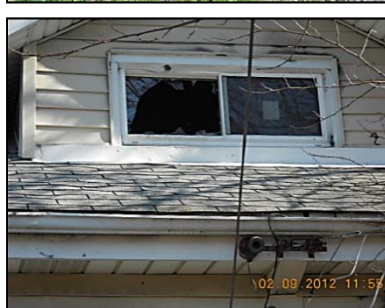
- Trash, Leaves, Overgrown Grass, Overgrown Shrubs, Invasive Plants, Dead Grass

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

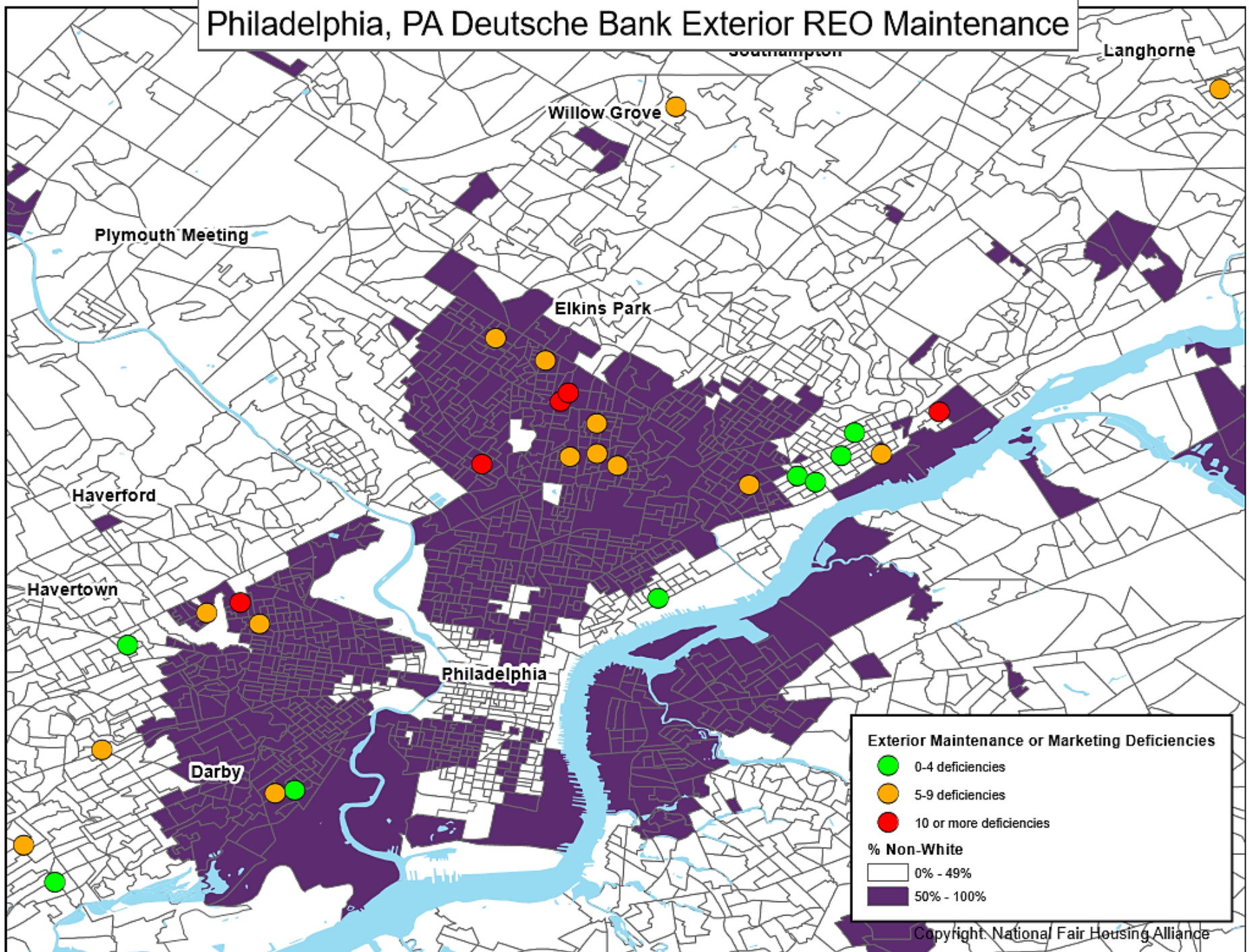
- Mold, discoloration, excessive rust, erosion



Utilities

- Tampered with or exposed

Philadelphia, PA Deutsche Bank Exterior REO Maintenance

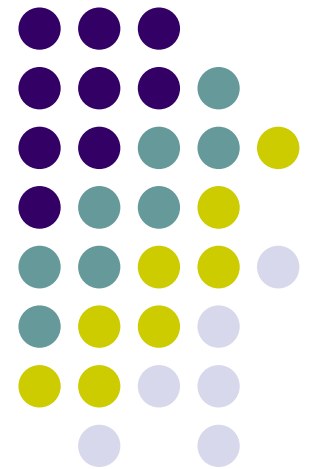


Racial Disparities



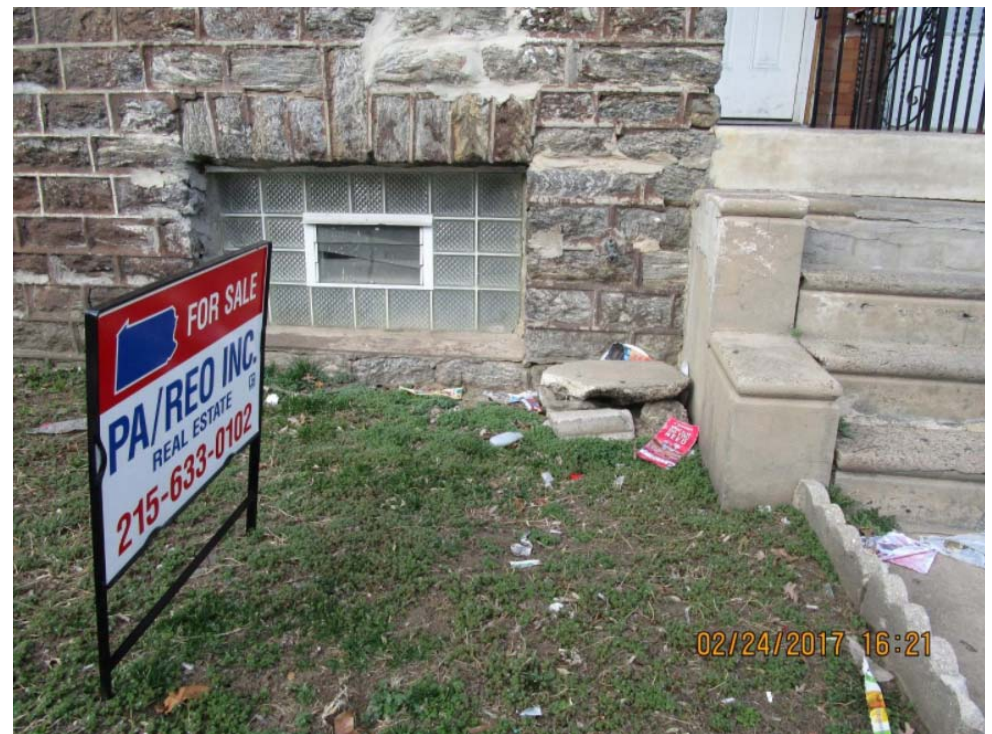
- The National Fair Housing Alliance investigated 28 Deutsche Bank-owned homes
 - 13 located in predominantly African-American neighborhoods
 - 3 located in predominantly non-white neighborhoods
 - 12 located in predominantly white neighborhoods.
 -
- **56.3%** of Deutsche Bank homes in African American neighborhoods had **substantial amounts of trash** on the premises, while only 25% of Deutsche homes in white neighborhoods had this problem.
- **56.3%** of Deutsche Bank homes in African American neighborhoods had **broken or boarded windows**, while only 41.7% of Deutsche homes in white neighborhoods did.
- **62.5%** of Deutsche Bank homes in African American neighborhoods had **overgrown grass or accumulated leaves**, while only 25% of Deutsche homes in white neighborhoods had this problem.
- **25.0%** of Deutsche Bank homes in African neighborhoods had **unsecured or broken doors**, while **none** of the Deutsche Homes white neighborhoods did.

Examples of Deutsche/Ocwen Failed Maintenance in African American Neighborhoods 2017- 2013

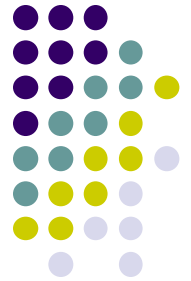




Deutsche Bank let trash and litter accumulate at its home in this African American neighborhood. The boarded front window and trash indicates no one from Deutsche is checking on the home.

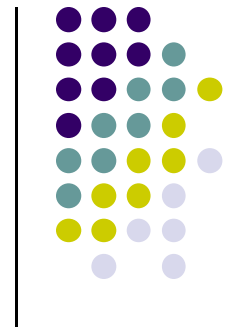


Deutsche Bank failed to remove trash bags or clean up the leaves from the fall. This photo was taken in February 2017.



Deutsche Bank boarded this unique row house in an African American neighborhood and let trash accumulate on the steps. These conditions detract from its curb appeal.





The real estate company is not visiting the property either as evidence by this sign.

Deutsche/Ocwen failed to keep the property clean at this vacant multi-family building in an African American neighborhood.





Deutsche/Ocwen left trash and leaves in the back yard—detracting from its curb appeal on the corner where many cars pass by.





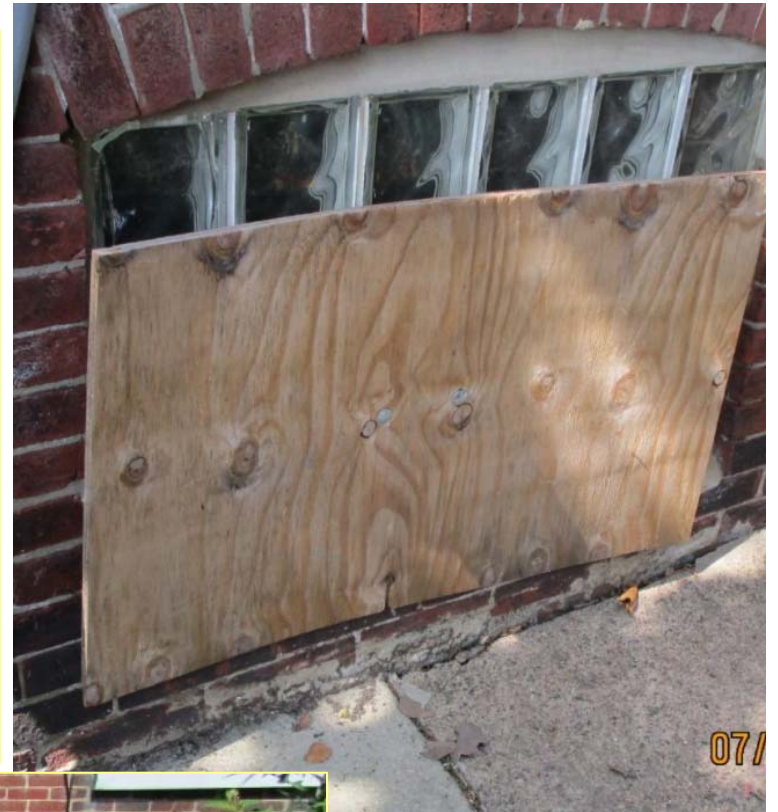
Deutsche/Ocwen left branches in the yard and boarded a window indicating little interest in maintaining its building.

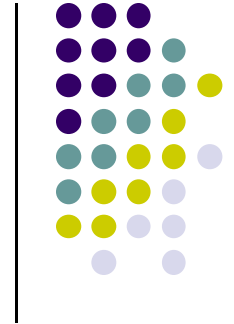




Deutsche/Ocwen boarded the front window at its home in an African American neighborhood, hurting the home's curb appeal. The neighbor to the left has a clean porch and walkway.

We found boarded windows in the back of the home and weeds growing on the fence.





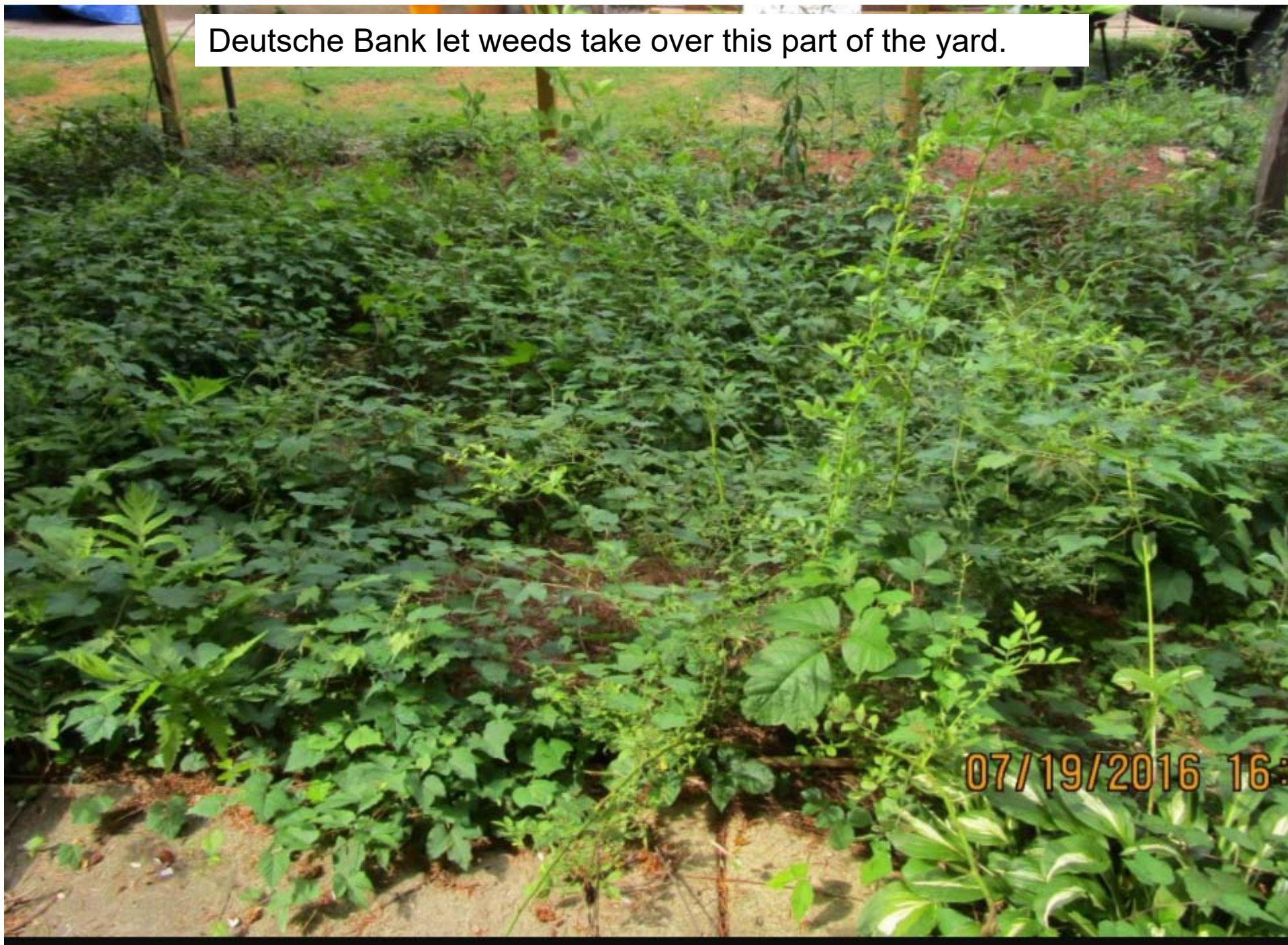
Deutsche/Ocwen
boarded the sliding
doors so potential
buyers get little
natural light inside to
view the home.



Deutsche Bank let the yard at its home in this African American neighborhood become overgrown.

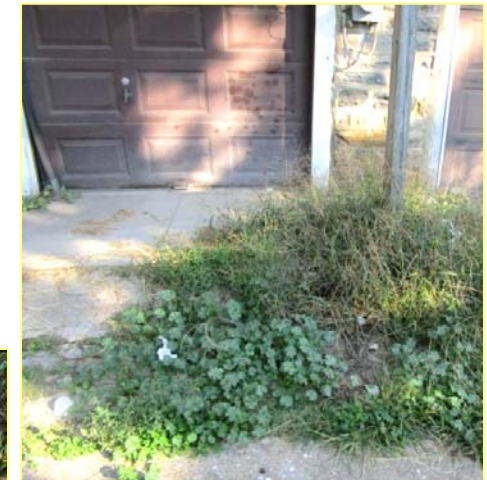


Deutsche Bank let weeds take over this part of the yard.



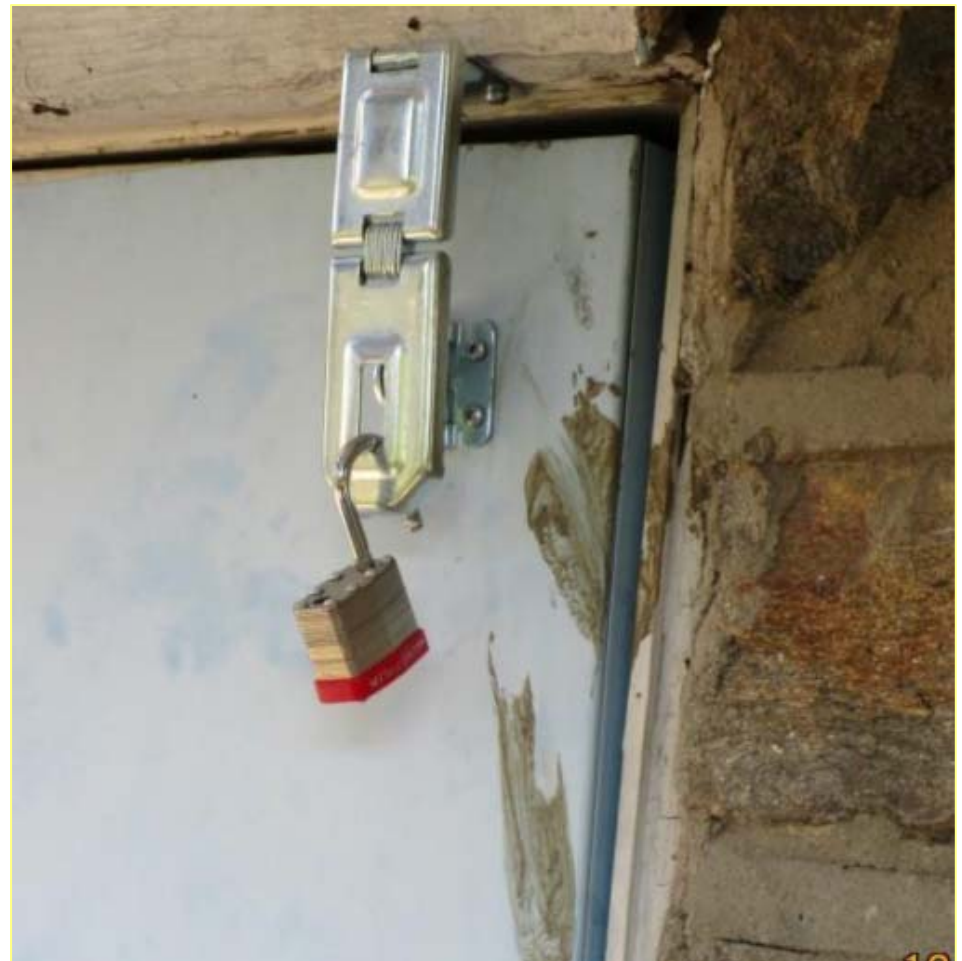


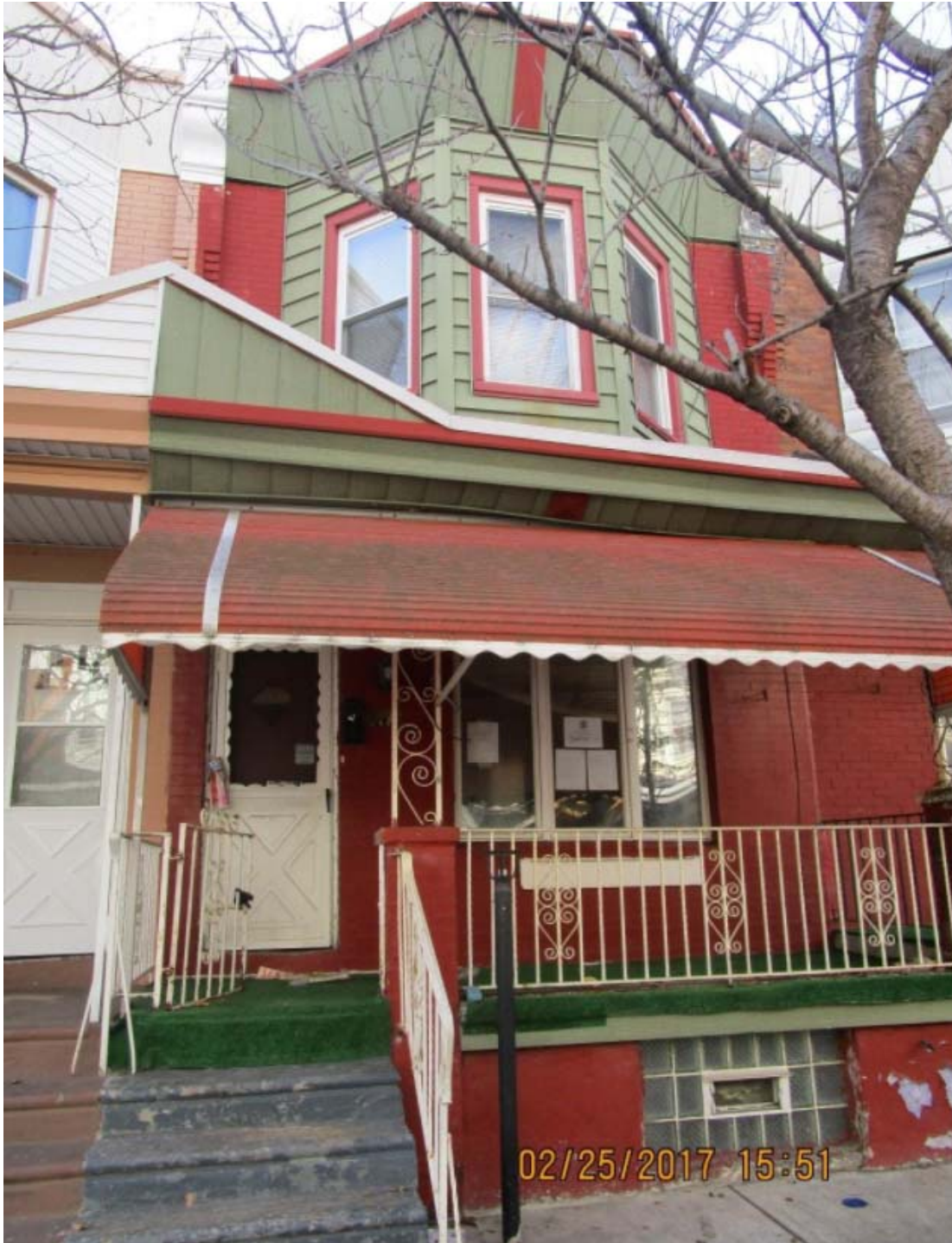
Deutsche Bank
again lets weeds
take over the
property in the
front and back of
its home. Trash
is littered with
the weeds.





Deutsche Bank left the back door padlock opened—inviting vandals into its home and putting the neighbors and their homes at risk.





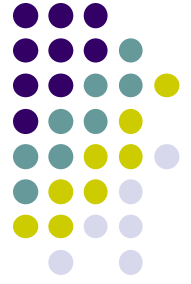
This Deutsche/Ocwen home in an African American neighborhood has no “for sale” sign and old mail on the porch.





In the backyard Deutsche left a broken screen another window open and haphazardly boarded.





This is yet another example of Deutsche Bank allowing weeds to overtake a yard in an African American neighborhood. Notice the neighbor on the left's clean and well-maintained yard.





Deutsche let weeds grow in the backyard and it left trash and debris in the back as well.



Accumulated mail means Deutsche failed to leave a note in the box saying, "Do Not Deliver." The basement window is open. You would never think the inside of the Deutsche home is nice, but take a look.



Deutsche/Ocwen had a duty to maintain the yard of this corner home in an African American neighborhood, but utterly failed. Instead the home is boarded all around and weeds grow wild. This Deutsche home is a real eyesore in the neighborhood.





Deutsche Bank boards another home in an African American neighborhood making it impossible for a buyer to see the home in its best light.



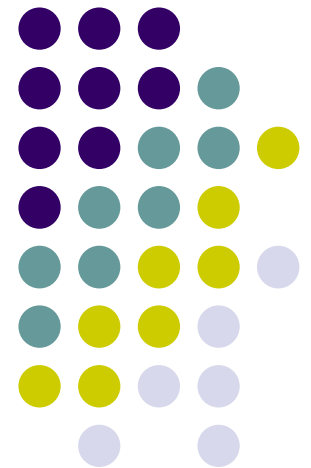


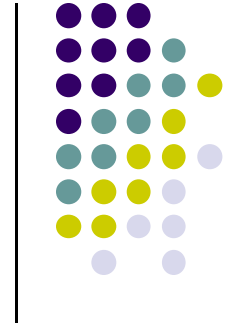
Deutsche Bank left branches in the back yard and allow their home to become overgrown with invasive weeds. Trash was also left in the yard. It makes you wonder what the neighbor homes must look like...

Well, here are the neighbors to the left and you can see their row houses are well-maintained.



**Let's look at examples of the
routine maintenance
Deutsche and Ocwen perform in
white neighborhoods**





Deutsche/Ocwen take excellent care of this home on a corner in a white neighborhood. The grass is mowed and bushes are trimmed.



Deutsche/Ocwen have raked and cleaned the side yard—no trash, leaves, or debris from the moved out remain on the premises.



Deutsche/Ocwen cleaned up its home in this white neighborhood—again no leaves left on the premises, doors are secured, and nothing is boarded. The home has good curb appeal.

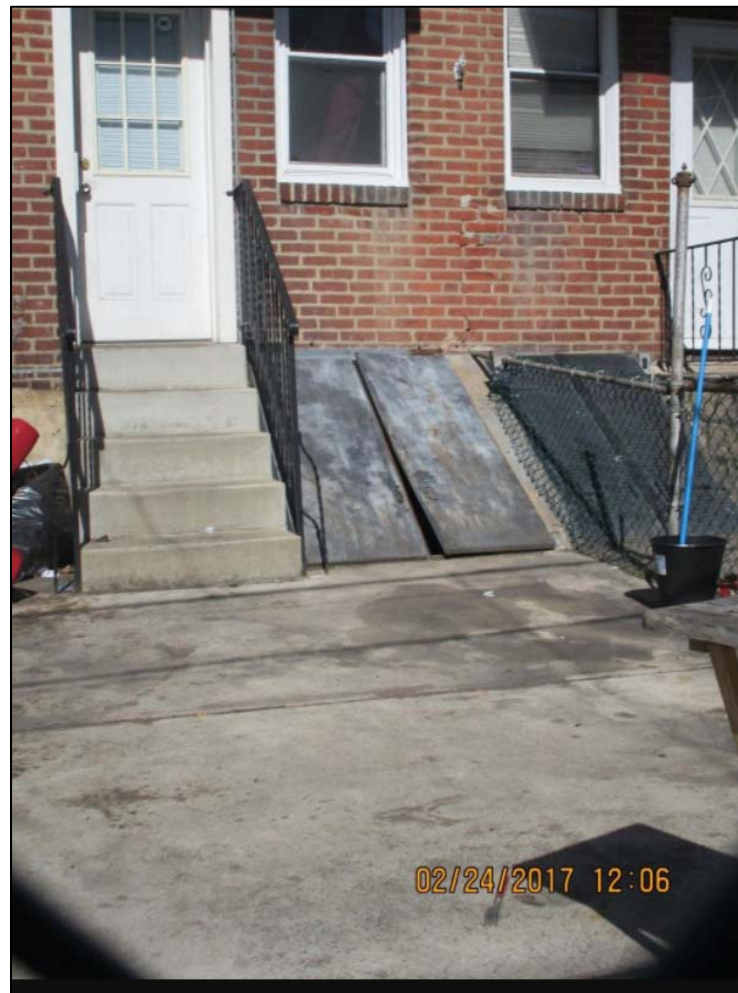


Deutsche/Ocwen cleaned up this home-front and back-in a white neighborhood. It has good curb appeal—no mail overflowing in the box, no leaves from the fall, and no leftovers from the move out littering the property.





Deutsche/Ocwen cleaned up this modest home in a white neighborhood. No leaves from the fall are left behind and no windows are boarded in the front or back of the home.





Deutsche/Ocwen cleaned up this row house—mowing the lawn, cleaning the flower bed, and even cleaning the area at the back door.

