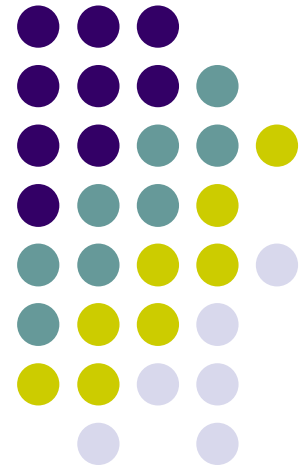


A Tale of Two Recoveries

**How Deutsche Bank, Ocwen
Financial, and Altisource Failed to
Maintain Its Bank-Owned Homes in
African American and Latino
Neighborhoods in Providence, RI**

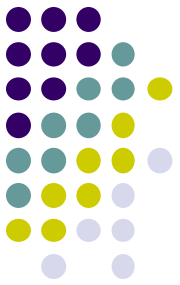


Overview: Maintenance Investigation of Bank-Owned Homes



- This PowerPoint reflects the investigation by the National Fair Housing Alliance in 2015 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 properties to the same standard of maintenance as is found 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 properties 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 left by the previous owner or litterer, 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 at 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

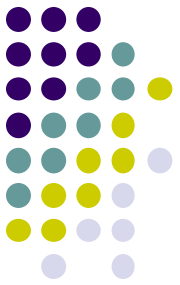


Signage

- 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

Providence Racial Disparities



- 75.0% of the Deutsche Bank properties in neighborhoods of color had substantial amounts of trash on the premises, while only 42.9% of the properties in predominantly White neighborhoods had the same problem.
- 75.0% of the the Deutsche Bank properties in neighborhoods of color had overgrown or dead shrubbery, while only 28.6% of the properties in predominantly White neighborhoods had the same problem.
- 58.3% of the the Deutsche Bank properties in neighborhoods of color had unsecured or broken doors, while only 14.3% of the properties in predominantly White neighborhoods had the same problem.
- 83.3% of the the Deutsche Bank properties in neighborhoods of color had broken or boarded windows, while only 28.6% of the properties in predominantly White neighborhoods had the same problem.

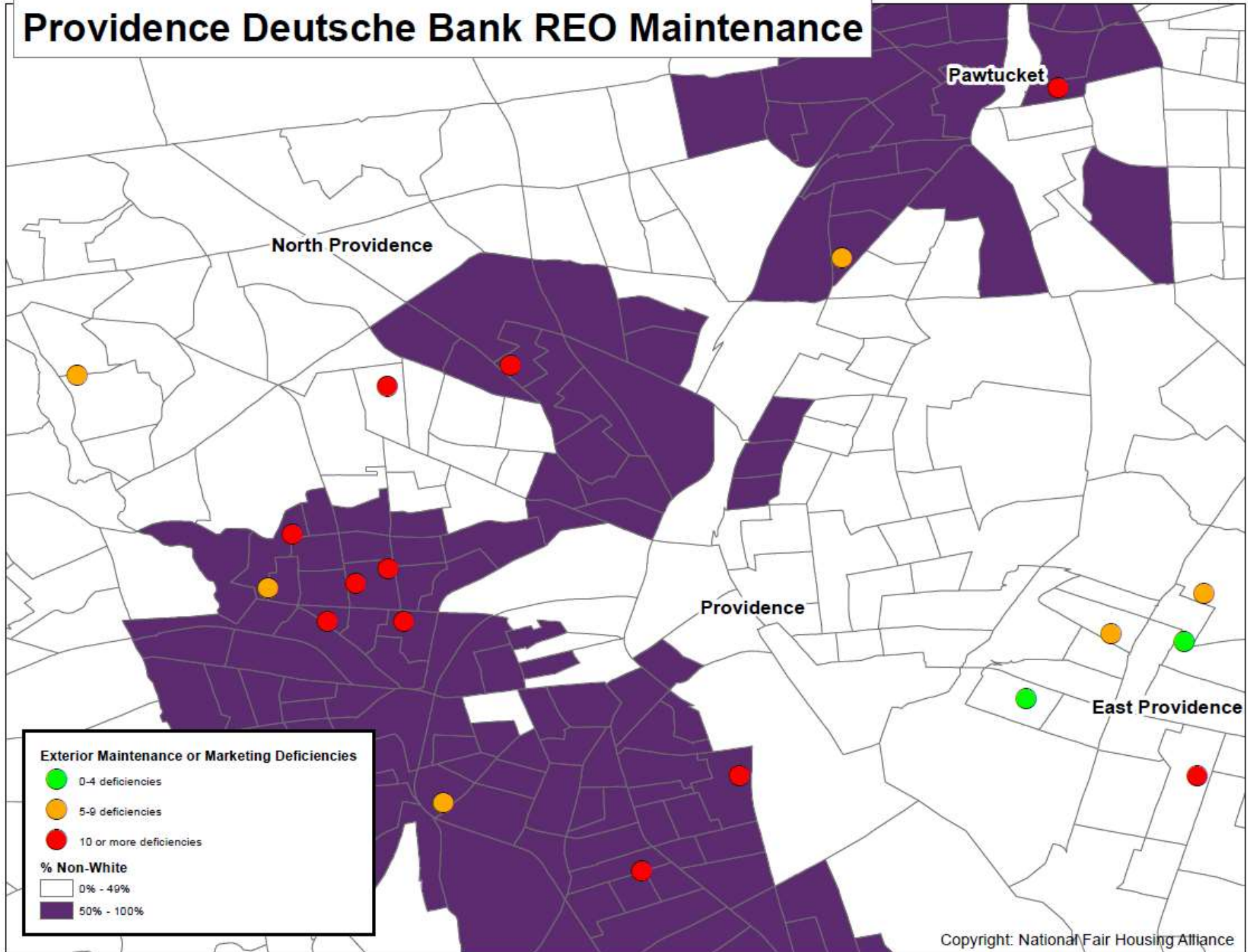
83% of properties in Providence's Non-White neighborhoods had broken or boarded windows

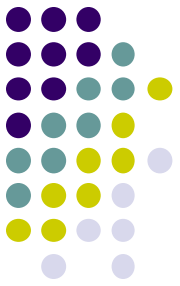


75% of properties in Providence's Non-White neighborhoods had overgrown or dead shrubbery



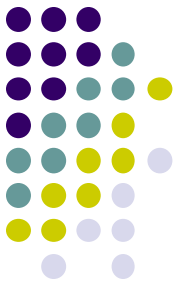
Providence Deutsche Bank REO Maintenance





Examples of Deutsche Bank Bank-Owned Properties in Providence, RI

in 2017

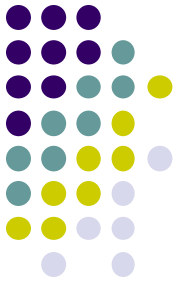


This is a Deutsche Bank property in a predominantly Non-white neighborhood in Providence. From the front view, you can see that it has a boarded window.



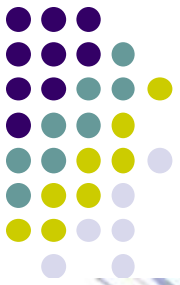
The property was covered in green discoloration, trash, and even though this photograph was taken in June, there are unraked leaves all over the property.

06/06/2017 11:02




This fence was found broken and leaning in to the neighbor's yard, and mail had accumulated in the mailbox on the property.





Meanwhile, these neighboring properties were in pristine condition. These neighbors were forced to live next to a poorly maintained, boarded up property.



This property, located in a predominantly Latino neighborhood, was also owned by Deutsche Bank. Even though it has a for sale sign, it is clear that no one is maintaining this property. As you can see, the property has been boarded up and no one has been trimming the grass and plants in the small yard around the house.

06/08/2017 09:49



These are other angles of the same poorly maintained Deutsche Bank property. The property was littered with trash and debris.



This is the back view of the property. Some of the windows have been boarded and some have been covered in plexi-glass.



There was a hole in the back deck of the property, which is a safety hazard.



Also from the back, you can see more boarded up windows and doors, graffiti, and overgrown shrubs and vines.

06/08/2017 09:51

This photograph of the side of the property shows that the fence was broken and that the grass had not been mowed in quite some time.



06/08/2017 09:50



It is clear from these photographs that no one has come to maintain this property in a very long time. Mail has been allowed to sit in the mailbox and weeds and vines have taken over the property.





This is just one of the well-maintained properties next door to the Deutsche Bank owned property. As you can see, this property looks clean and secure, unlike its bank-owned neighbor.



This is another example of a Deutsche Bank owned property in a non-white neighborhood in Providence. It doesn't look too bad from the front, but a quick look around the sides shows how much this property has been neglected...

06/07/2017 08:59

This is a side view of the property. Clearly, no one has trimmed this tree or the bushes along side the house.





06/07/2017 09:02

A photograph of a grey house with a white-framed screen door. The screen door is shattered, with a large hole in the center. To the left of the door is a grey wooden fence with a white picket railing. A green vine is growing up the fence. To the right of the door is another grey wall with a white-framed window. A green vine is also growing on the wall to the right. The house has grey horizontal siding. A black metal grate is visible in the top left corner. The ground is a concrete patio.

The back screen door was shattered and vines were growing all over the back of the bank-owned property.

06/07/2017 09:02



Someone had left discarded wooden planks and old mail hanging out of the mailbox. The mail in particular is a tell-tale sign that the property is vacant, attracting squatters and other negative attention.



The shrubs and lawn on the property have clearly not been trimmed or mowed.

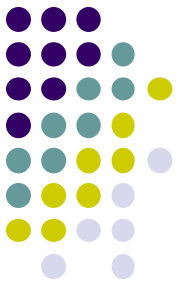
06/07/2017 08:59



These are the neighbors next door and across from the bank-owned property. Even though they are keeping their properties in good shape, they are forced to live next to a dump.



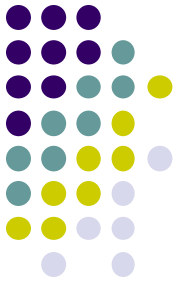
Meanwhile, Deutsche Bank owned properties in Providence's predominantly White neighborhoods were found to be well-maintained.





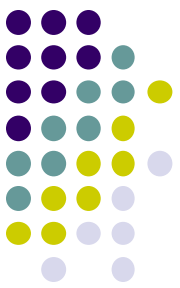
**This property was owned by Deutsche Bank
when investigators visited it in May 2017.**

06/07/2017 10:09

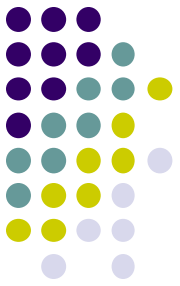


The shrubs and grass in both the front and backyards were trimmed and there was very little trash found on the property.





This is back view of the property. The property was clearly secure and clean.



Unlike their properties in Black and Latino neighborhoods, this Deutsche Bank in a white neighborhood fits in with the neighbors because it is being maintained.



Examples of Deutsche Bank Properties in Providence, RI *in 2015*



This property, located in a non-White neighborhood in Providence, was found with a lot of maintenance issues when investigators visited it in July 2015.

07.07.2015



Even though the signage on the door says that the property was under the supervision of Ocwen Loan Servicing, it was clear even from the front view that this property was not being maintained.

07/07/2015



There was a discarded for sale sign on the front lawn, a lawn that was covered in weeds.

07.07.2015



Untrimmed shrubs and weeds were found on the sides and at the back of the property as well.





This shed in the backyard was boarded up and discolored.

07.07.2015

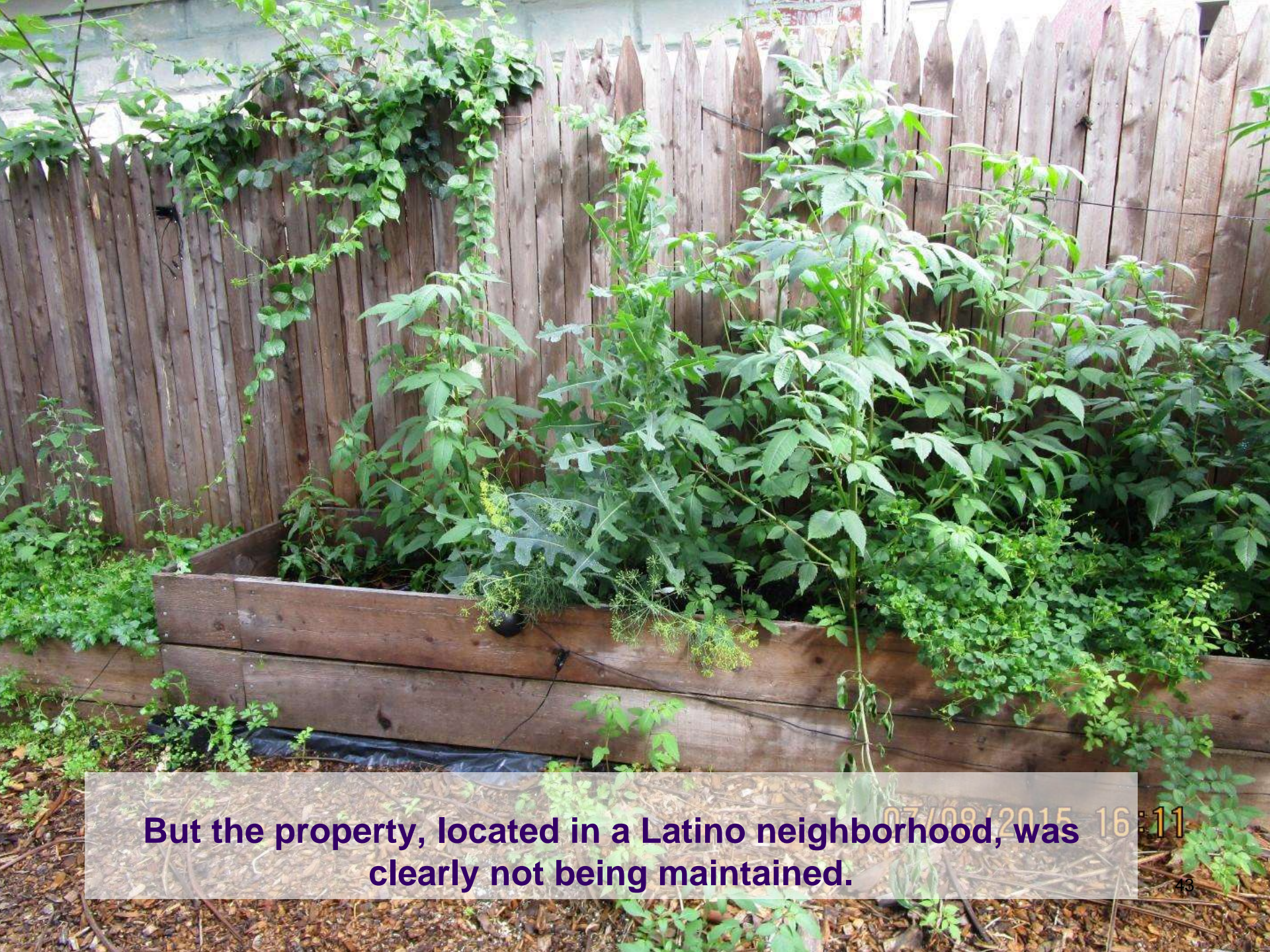


These are the nice looking neighbors next door to the poorly maintained Ocwen/Deutsche Bank property.



This property was listed for sale when NFHA inspectors visited it in July 2015.

07/08/2015 16:00

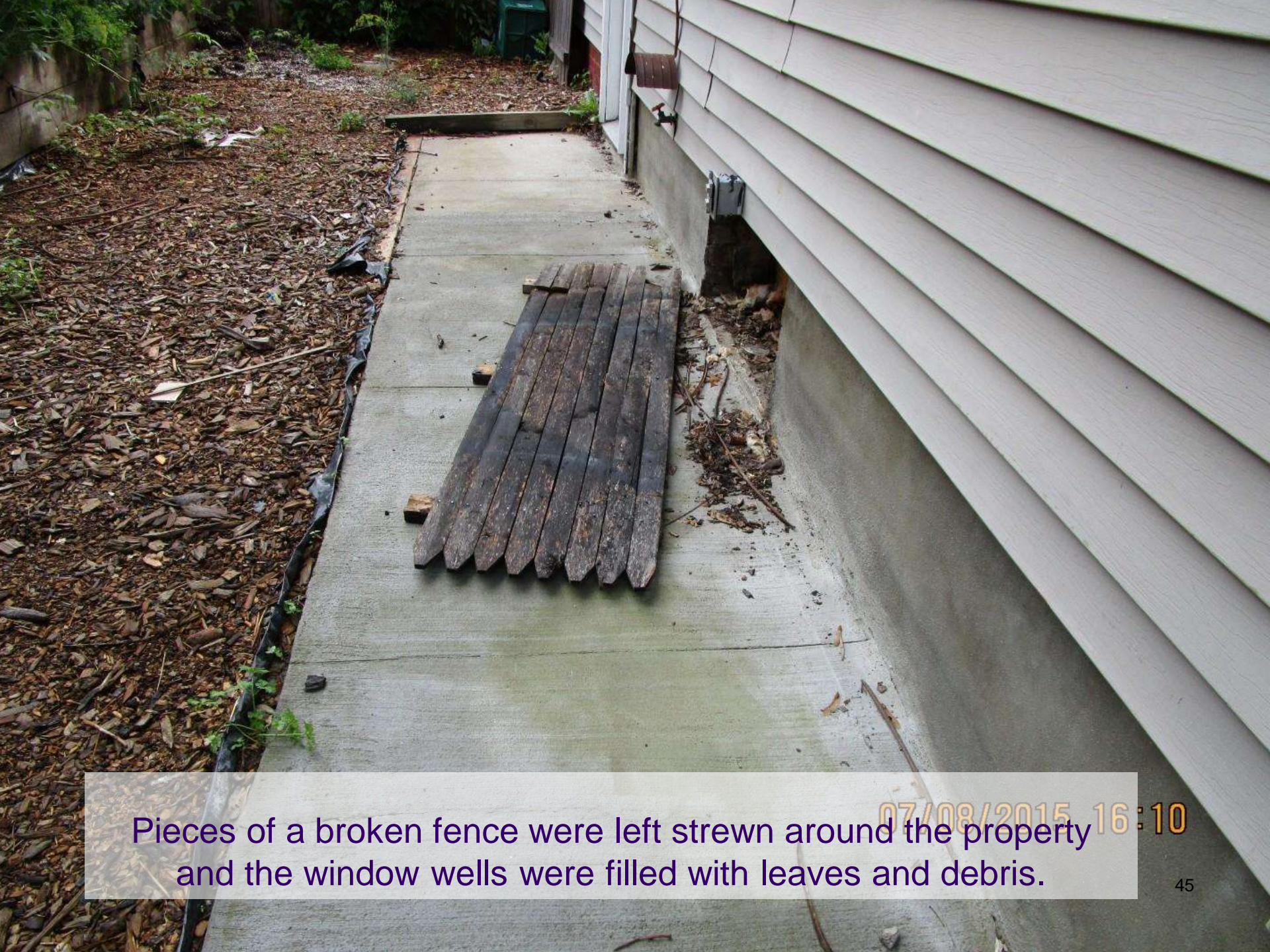


But the property, located in a Latino neighborhood, was clearly not being maintained.

07/08/2015 16:11



**As you can see
from this side view,
there were
overgrown weeds
and shrubs all over
the property.**



Pieces of a broken fence were left strewn around the property and the window wells were filled with leaves and debris.

Digital Lock Instructions

- ① Press "C" to clear and reset
- ② Enter unlock code
- ③ Turn knob fully then release

Troubleshooting

If knob will not turn after entering code, repeat steps 1-3 (press "C" firmly).

If you continue to experience problems, please call Altisource at 1-866-952-6514

AltisourceTM

I
LIVE
HERE

Even though there was Altisource signage and a digital lock, the property was dirty and no one had removed this "I live here" note from the door. Imagine if you were a prospective homeowner and this was the first thing you saw before entering a property.



**By contrast,
investigations in July
2015 in
predominantly White
neighborhoods
showed that
Deutsche Bank's
properties were in a
good state of
maintenance. Here's
an example of one in
a white neighborhood
in East Providence.**



This is the backyard. The yard is clean, trash free, and generally, the property looks as if someone is maintaining it on a regular basis.



These are the side views of the property. Again, these show that the property is clean, secure, and in marketable condition.



This is another example in a White neighborhood.



These backyard views
also show that the
property is being
maintained routinely.

