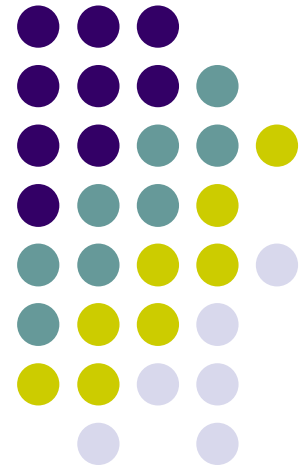


A Tale of Two Recoveries

**How Deutsche Bank, Ocwen Financial,
and Altisource Failed to Maintain Its
Bank-Owned Homes in African
American neighborhoods in
metropolitan Tampa, Fl.**

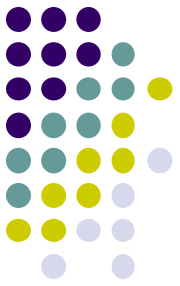


Overview: Maintenance Investigation of Bank-Owned Homes



- This Power Point reflects the investigation by the National Fair Housing Alliance 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 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 these bank-owned 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

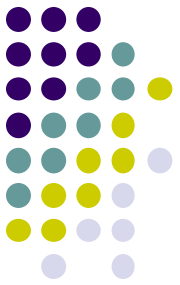


Signage

- 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

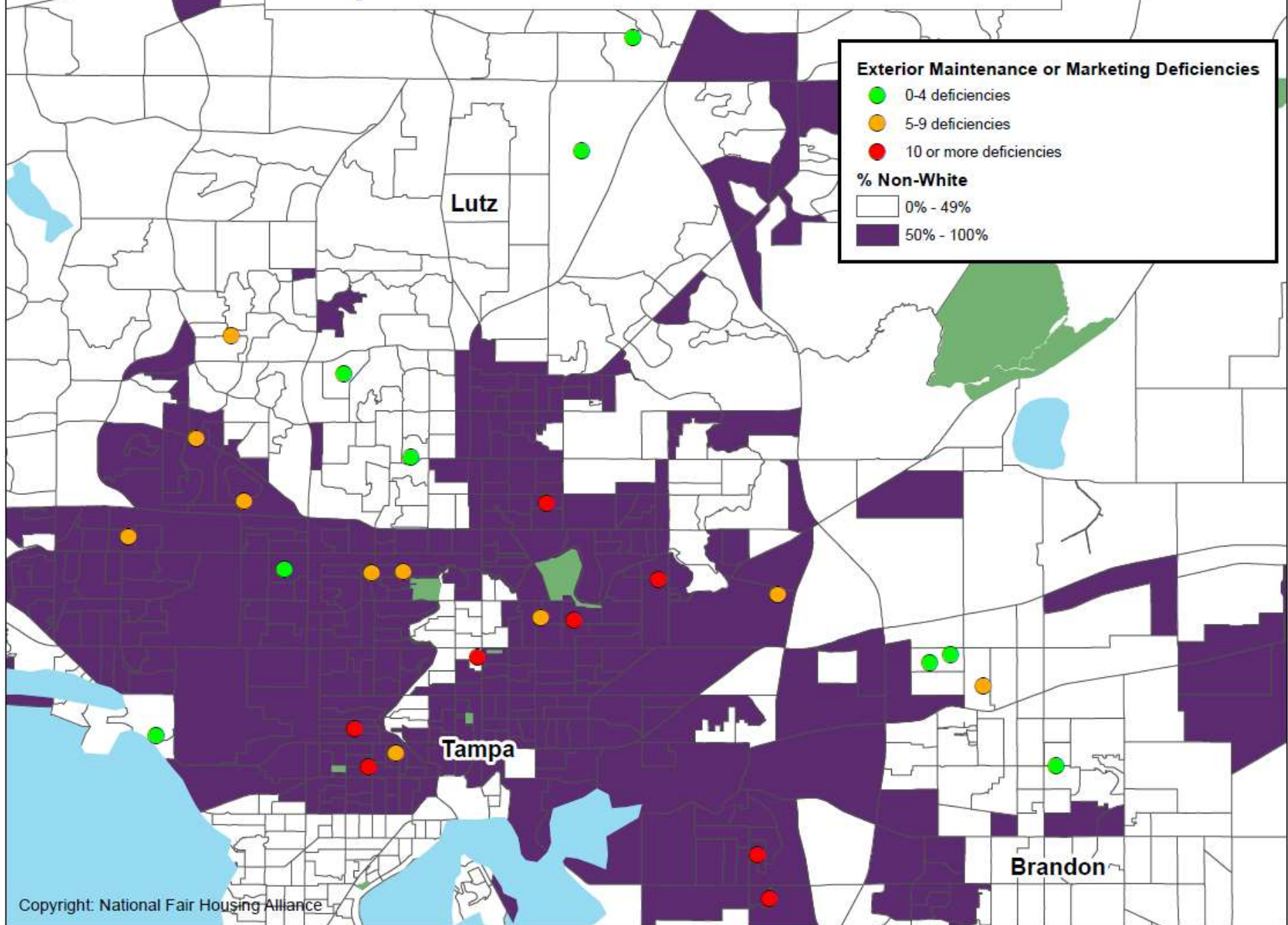
- Tampered with or exposed

Racial Disparities



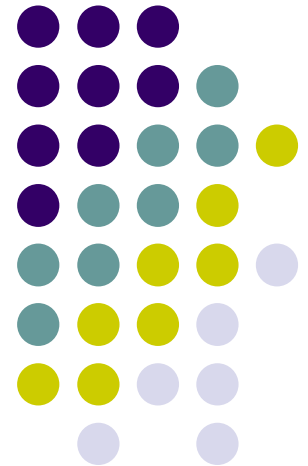
- The National Fair Housing Alliance investigated 27 Deutsche Bank-owned homes Tampa, FL metropolitan area
 - 4 located in African-American neighborhoods
 - 3 located in Latino neighborhoods
 - 9 located in majority non-White neighborhoods
 - 11 located in White neighborhoods
- **68.8% or 11 of 16** Deutsche Bank owned homes in neighborhoods of color had **substantial amounts of trash**, while only 27.3% or 3 of 11 Deutsche Bank homes in predominantly White neighborhoods had the same problem.
- **75.0% or 12** Deutsche Bank owned homes in neighborhoods of color had **overgrown or dead shrubbery**, while only 27.3% or 3 of the Deutsche Bank homes in predominately White neighborhoods did.
- **43.8% or 8** Deutsche Bank owned homes in neighborhoods of color **had broken or boarded windows**, while only 18.2% or 2 Deutsche homes in predominantly White neighborhoods had this problem.
- **43.8% or 8** Deutsche Bank owned homes in neighborhoods of color had **unsecured or broken doors**, while only 9.1% of the REO properties in predominantly White neighborhoods had the same problem.

Tampa Deutsche Bank REO Maintenance



How did Deutsche Bank provide routine maintenance on its homes in communities of color from 2015-2017?

The National Fair Housing Alliance investigated Deutsche Bank owned homes in December 2015, February 2016, and March 2017.



In this integrated neighborhood, Deutsche Bank was showing this home right after the investigation with the KKK symbols. Even its listing site didn't remove the racist symbols.



Here is the Hubzu.com listing – you can see the KKK spray-painted on the carpet that Deutsche Bank left.



hubzu® Buy a Home ▾ List a Home ▾ Support ▾

By address, city, ZIP code 🔍 Register Log in

6912 Senoj Dr
Tampa, FL 33610

\$99,000
Current Highest Bid

09 Mins
Time Left

– \$100,000 +

PLACE BID

← →

Property ID: 0007190213418 | MLS ID: 05397693 | Views: 1571

Technology Fee: \$299
BUYER Pays at Close ⓘ

The garage was not locked so anyone could enter the home and spray paint racist symbols on the walls and carpet.



Again, Deutsche Bank listed the property with the racist graffiti inside the home.



hubzu® Buy a Home - List a Home Support - By address, city, ZIP code Register Log in

6912 Senoj Dr
Tampa, FL 33610

\$99,000
Current Highest Bid

10 Mins
Time Left

-\$100,000+\$

PLACE BID

A photograph of a kitchen interior. The kitchen has white upper and lower cabinets, a blue backsplash, and a wooden countertop. A ceiling fan is visible. In the background, a door is circled in red, and the letters "KK" are visible on it, indicating racist graffiti. Navigation arrows are on the left and right sides of the photo.

← →

Property ID 0007190213418 MLS ID 05397693 Views 1571

Technology Fee: **\$299**
BUYER Pays at Close
Earnest Money: Letter of \$15,000 or 3.0% of bid

Deutsche Bank left a horrible mess at its home in this African American neighborhood when it took possession and threw out stuff left in the house.



**Deutsche Bank has a duty to keep its homes clean,
but this is a complete failure to do so.**



Deutsche threw out everything left in the house right onto the driveway and side of the home instead of into a dumpster.



03/21/2017



03/21/2017 11:00

This mess is just shameful and neighbors have to put up with it until Deutsche decides to actually clean it up.



03/21/2017



These are the neighbors next door to the Deutsche Bank home. They take good care of their homes in this African American neighborhood.

This Deutsche Bank home in an integrated neighborhood has leaves from last fall covering the lawn in the front and back of the property.



03/20/2017 11:33

**NFHA looked at properties in 2017 on the same day
and the Deutsche homes in white neighborhoods did
not have leaves from last fall on the ground.**





In a white neighborhood, Deutsche Bank put up new fencing, but didn't reattach this fence.

03/20/2017 1



Deutsche Bank didn't bother to rake the leaves from the fall at its home in this integrated neighborhood, but the neighbors take care of their property in spite of Deutsche.



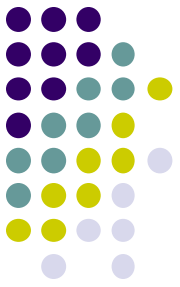


Deutsche left all of these tires in the back yard at its home in this integrated neighborhood.

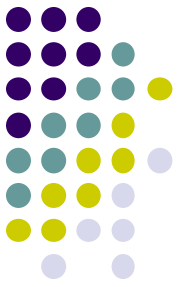
This Deutsche Bank home in an integrated neighborhood has a pool...but the water is green and breeding ground for mosquitoes.



Health officials say mosquitoes are the carriers of Zika and other diseases.



The neighbors' well-maintained homes right next door to the Deutsche Bank poorly maintained home.



03/19/2017 16:51

While the front of this Deutsche Bank home in an integrate neighborhood is fine, the back yard is not.

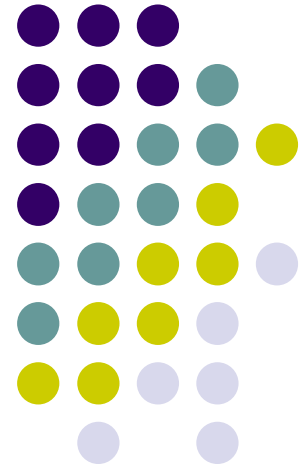


Deutsche Bank left the leaves in the yard which will kill any grass that might have been there.





**Let's see how Deutsche Bank
performed routine
maintenance at its homes in
white neighborhoods.**





**Deutsche Bank
properly secured
the pool at this
home in a white
neighborhood.**

It sure looks like Deutsche put a new fence on both side of its property here in a white neighborhood. There is no trash laying around,



New fence in the back yard in this white neighborhood as well.





This modest Deutsche Bank-owned home in a white neighborhood has cleaned yard with no trash or debris left over from the move out.