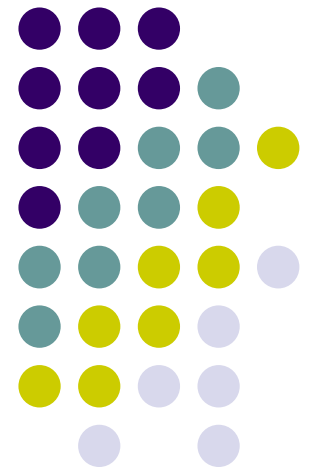


# A Tale of Two Recoveries

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



# Overview: Maintenance Investigation of Bank-Owned Homes



- This PowerPoint reflects the investigation by the **Fair Housing Advocates of Northern California** over 3 years from 2014-2016. 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

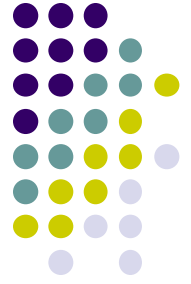
- Mold, discoloration, excessive rust, erosion



## Utilities

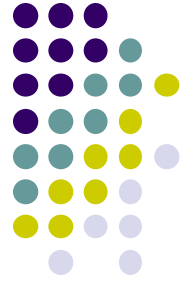
- Tampered with or exposed

# Investigation

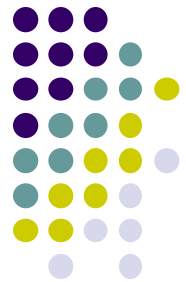
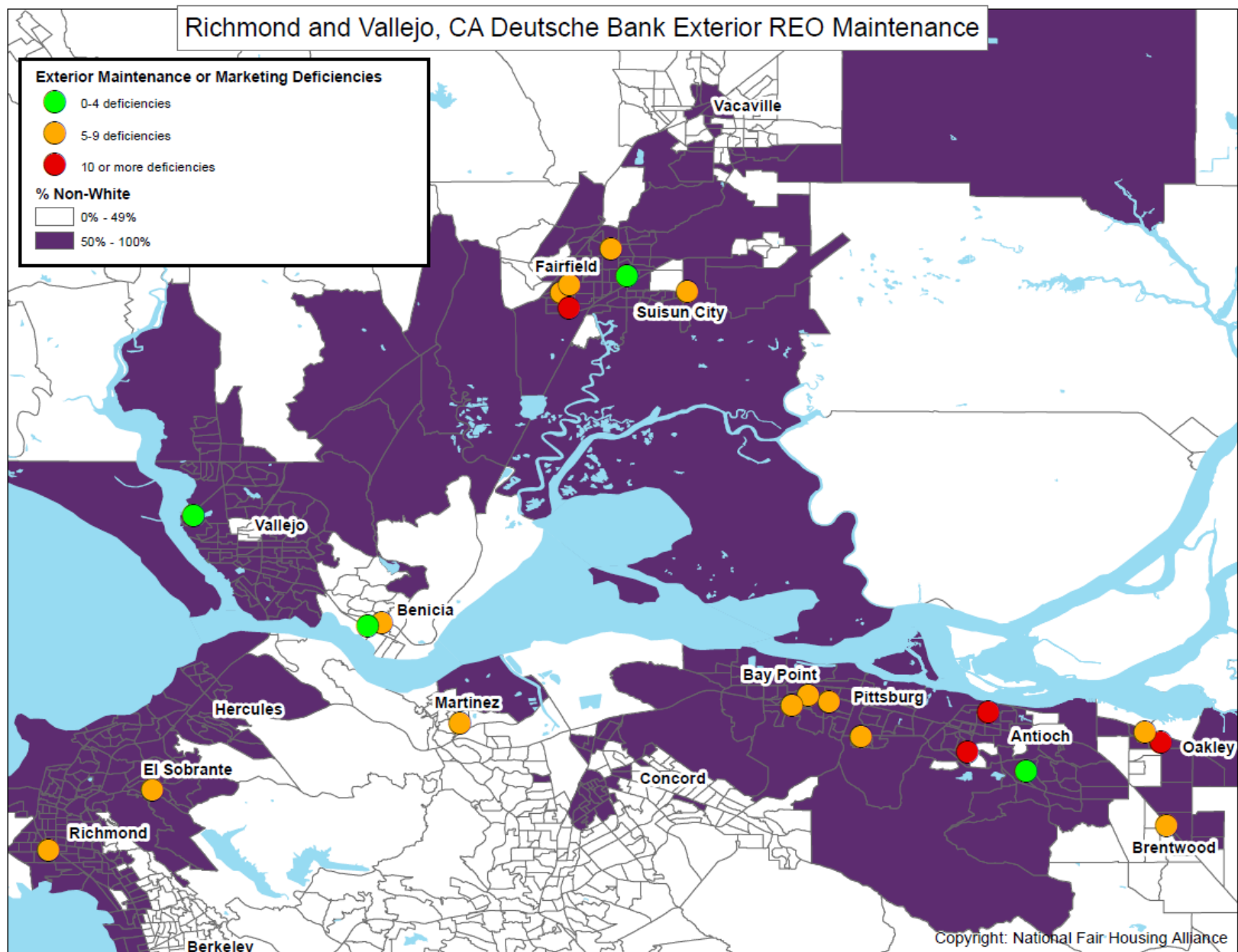


- A total of **22** Deutsche Bank properties were evaluated in the Richmond and Vallejo, CA metro area
  - 5 Deutsche Bank properties were located in predominantly Latino communities
  - 13 Deutsche Bank properties were located in a community with a majority of non-White residents
  - 4 Deutsche Bank properties were located in predominantly White communities

# Investigation



- **22.2%** of Deutsche Bank properties in neighborhoods of color had **10 or more maintenance deficiencies**, while none of the properties in predominantly White neighborhoods had 10 or more deficiencies.
- **50.0%** of Deutsche Bank properties in neighborhoods of color had **50% or more of the property covered in dead grass**, while none of the properties in predominantly White neighborhoods had the same problem.
- **50.0%** of Deutsche Bank properties in neighborhoods of color had a **broken or boarded window**, while none of the properties in predominantly White neighborhoods had the same problem.
- **44.4%** of Deutsche Bank properties in neighborhoods of color had **no professional “for sale” sign** marketing the home. In contrast, 75.0% of the Deutsche Bank properties in predominantly White neighborhoods had “for sale” signs.







# **Examples of Deutsche Bank Homes in the Bay Area in Communities of Color**

**2014 - 2016**

# Deutsche Bank Home in a Latino Community in Oakley, CA in 2016





**The front yard's grass is overgrown and completely dead.**





**The backyard is also overgrown, with piles of trash sitting and potentially attracting rodents and other vermin.**





**Deutsche Bank has let the yard of this home get completely overgrown.**





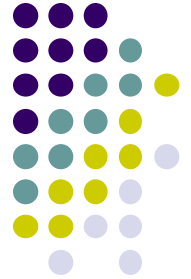
**The porch is covered in dead leaves. How does Deutsche Bank expect to market this home properly when it is in this condition?**



# Deutsche Bank home in a majority Non-White Community in Pittsburg, CA in 2016







**The front yard is dead with weeds interspersed in the grass.**





**Overgrown shrubbery greets you as you approach the home's front door.**





**The side of the home is completely overgrown.**



# Deutsche Bank/Ocwen/Altisource home in a Latino Community in Richmond, CA in 2016



This property was actively being marketed on Hubzu.com



**We can already see trash in the front yard  
before we even get to the front door.**







**There is even more  
trash and some  
overgrown grass as  
we near the back of  
the home...**





**The backyard is covered in trash and overgrown grass. Deutsche Bank should be ashamed to have this property listed for sale.**





# Deutsche Bank home in a Latino Community in Pittsburg, CA in 2015





**Multiple gutters  
around the  
property are out  
of place and  
could easily be  
fixed by  
Deutsche Bank.**





**On the side of the house there is a huge pile of trash and debris, partially covered by a broken fence.**





**What homeowner would want to purchase this house from Deutsche Bank with so much trash and debris littering the yard?**







**Meanwhile, the neighbors are taking great care of their homes and yards and must live next to this poorly maintained Deutsche Bank property.**

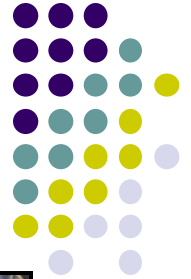


# Deutsche Bank home in a Majority Non-White Community in Antioch, CA in 2014





**Dead shrubs and branches are piled up on the side of the house, nearing the neighbor's driveway.**



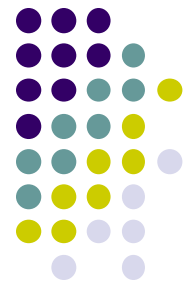


**Deutsche Bank haphazardly boarded this window.  
More dead and overgrown shrubs sit by the window.**



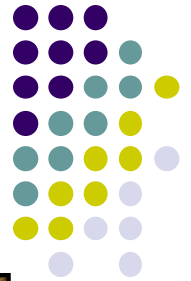


**Deutsche Bank failed to secure the home's shed  
and left debris inside.**





**In the backyard there is a pile of trash among dead shrubbery that should have been disposed of and removed from the property.**





**Also in the backyard, Deutsche Bank has failed to secure this home's pool. This is hazard for children in the neighborhood and is a breeding ground for mosquitos.**





Here is another example of Deutsche Bank failing to maintain its home in line with the standards of the neighborhood.



These neighbors are taking pride in their homes and yards and should not have to live next door to such an eyesore.







# **Examples of Deutsche Bank Homes in the Bay Area in White Communities**

**2014 - 2016**

## Deutsche Bank home in a White Community in Benicia, CA in 2016





**There are no broken windows and no trash at this home in a White neighborhood.**



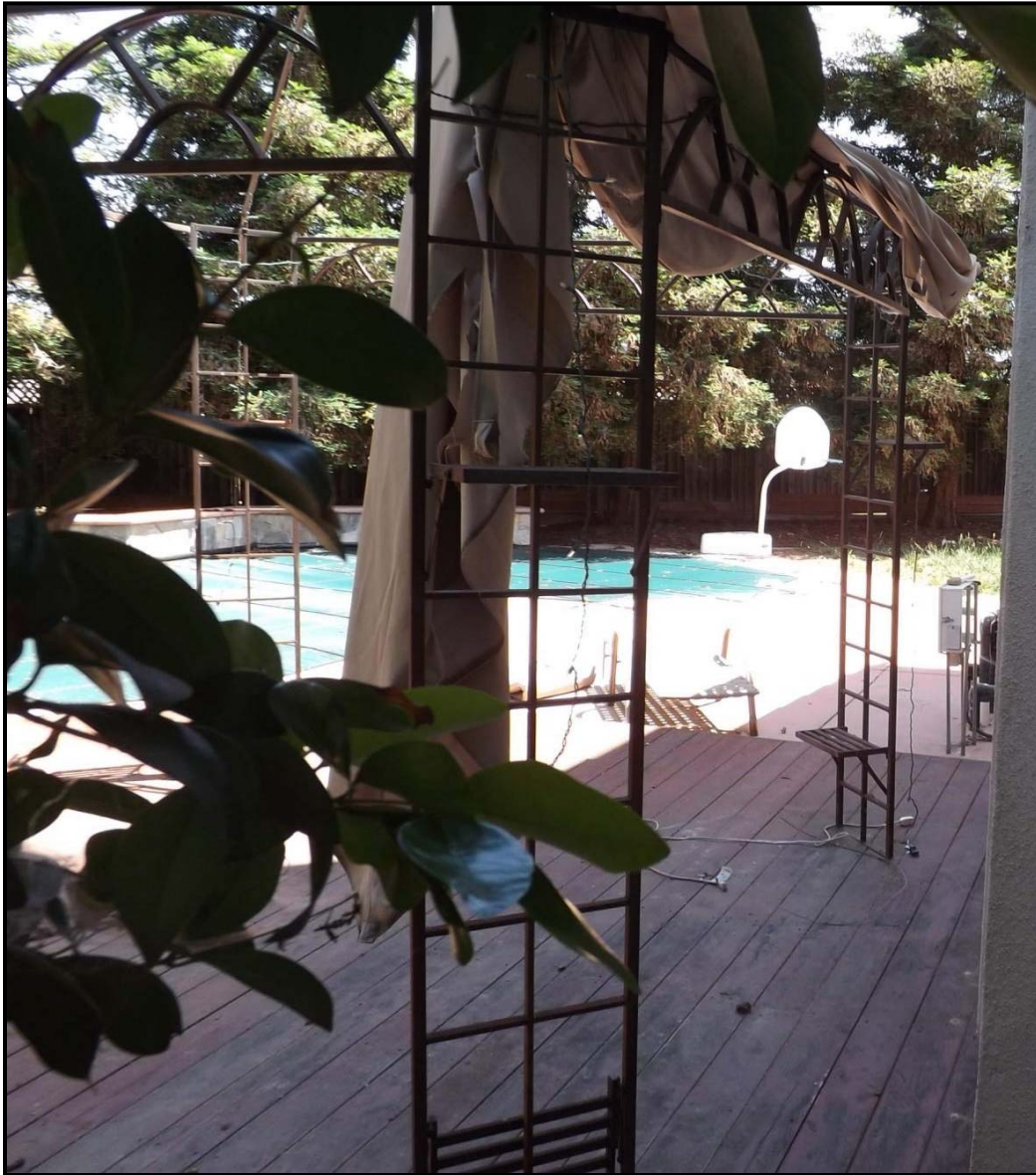
## Deutsche Bank/Ocwen/Altisource home in a White Community in Brentwood, CA in 2016







**This Deutsche Bank home in a White neighborhood also has a swimming pool, except this home's backyard is locked and the pool is covered properly.**



**The backyard is also free of trash and debris.**

