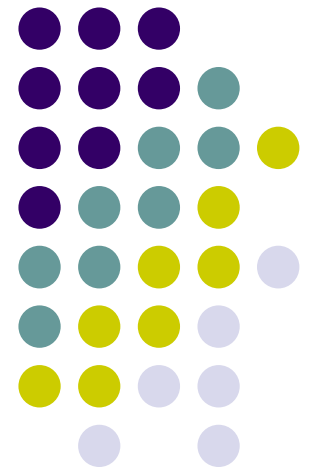


# A Tale of Two Recoveries

---

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



# Overview: Maintenance Investigation of Bank-Owned Homes



- This PowerPoint reflects the investigation by the **Fair Housing Center of Central Indiana** 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 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 their foreclosures 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

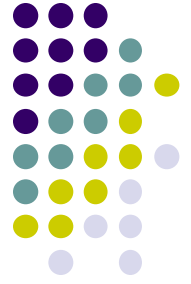
- Mold, discoloration, excessive rust, erosion



## Utilities

- Tampered with or exposed

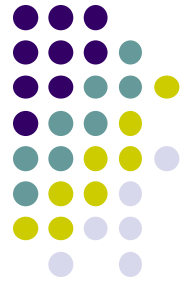
# Investigation



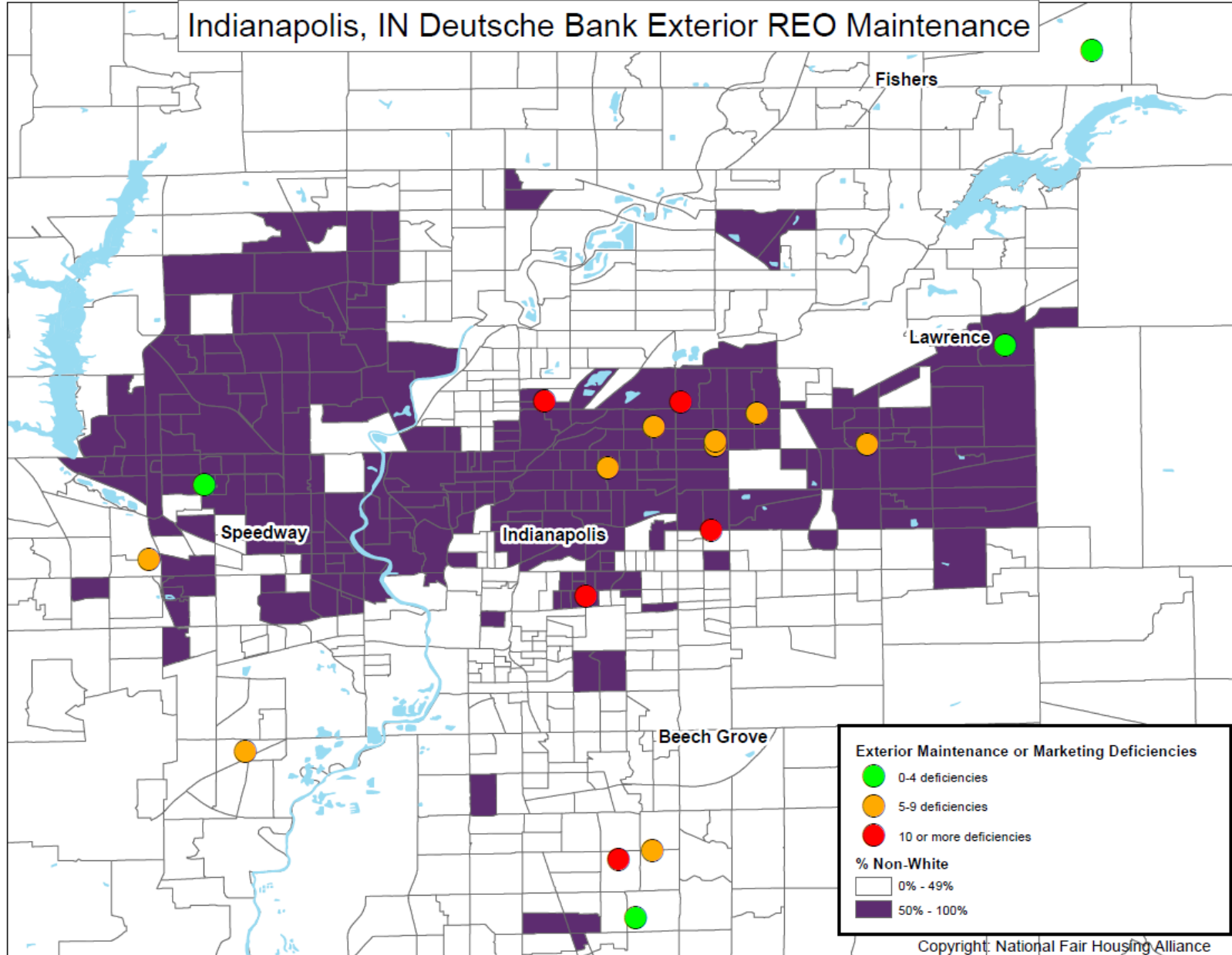
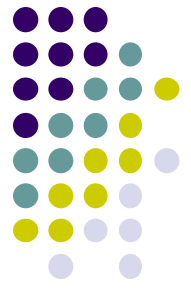
- A total of **18** Deutsche Bank properties were evaluated in the Indianapolis, IN metro area
  - 9 Deutsche Bank properties were located in predominantly African-American communities
  - 2 Deutsche Bank properties were located in predominantly non-White communities
  - 7 Deutsche Bank properties were located in predominantly White communities

# Indianapolis, IN

## Racial Disparities



- 63.6% of Deutsche Bank properties in communities of color had **trash or debris** on the premises, while none of the properties in White communities had the same problem.
- 90.9% of Deutsche Bank properties in communities of color had **overgrown or dead shrubbery**, while only 57.1% of properties in White communities had the same problem.
- 45.5% of Deutsche Bank properties in communities of color had **unsecured or boarded doors**, while only 14.3% of properties in White communities had the same problem.
- 54.5% of Deutsche Bank properties in communities of color had **broken or boarded windows**, while only 14.3% of properties in White communities had the same problem.







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

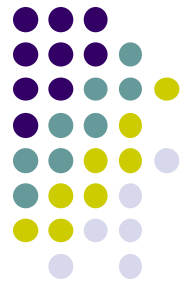
**2014 - 2016**

## Deutsche Bank/Ocwen/Altisource home in an African-American community in Indianapolis in 2016





**The backyard is overgrown and there is a large pile of trash and debris in the driveway. This is a perfect nesting ground for rats, mice, insects, and snakes.**







**Deutsche Bank  
boarded this window  
instead of replacing it,  
creating an eyesore  
for the neighborhood.**

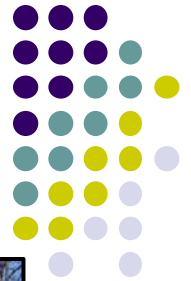


**The side of the home is completely overgrown with weeds and shrubs that need to be trimmed.**





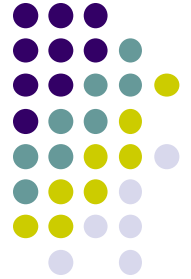
## Deutsche Bank/Ocwen/Altisource home in an African-American community in Indianapolis in 2015







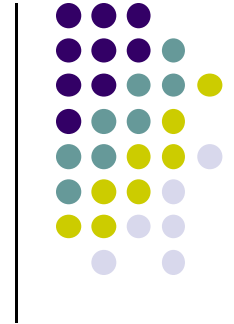
**This mailbox is overflowing with mail. Clearly no one from Deutsche Bank has been by lately to check on this mailbox.**



**There is also a damaged soffit which is now a hole. Animals and insects can now get into the structure.**



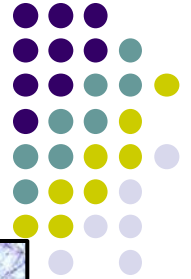




**Deutsche has left dead leaves  
from the fall to decay on the  
yard and kill the grass.**



**The backyard is covered in more dead leaves.  
This property was visited in January, so these  
leaves have been here for a few months already.**







**As well as leaving dead leaves around the property, Deutsche Bank has also left trash and debris that adds to the home's poor curb appeal.**







**These are the neighbors.  
They have clean and  
raked yards and should  
not have to live next to  
Deutsche Bank's poorly  
maintained home.**



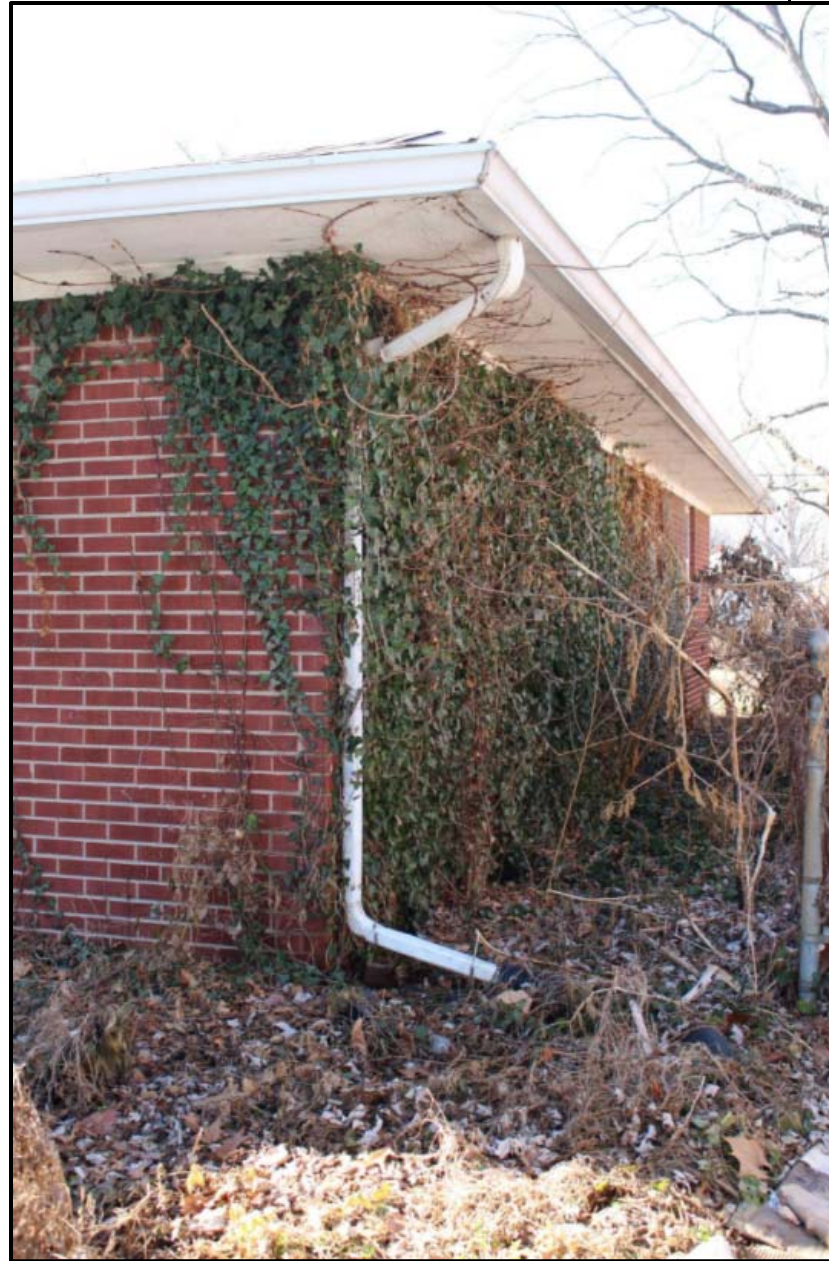
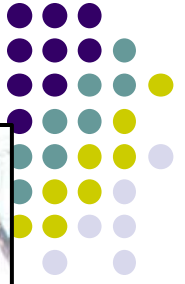


## Deutsche Bank home in an African-American community in Indianapolis in 2015



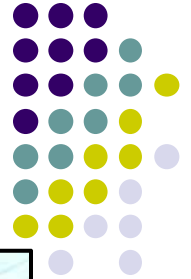


**The sides of this home are covered in invasive plants.**





**In the backyard, Deutsche Bank has let the shrubs grow wild as well as the grass.**





**More dead and overgrown shrubbery.**





## Deutsche Bank home in an African-American community in Indianapolis in 2014





There is a “for sale” sign on this home, but you wouldn’t know it from the curb – the overgrown shrubs are completely obscuring the sign.





The grass is very overgrown – it is obvious that Deutsche has not been by this house in a while to mow the grass.

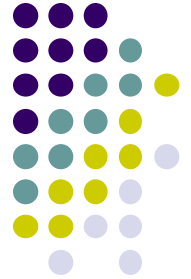




**More overgrown shrubbery partially blocks the stairs to the porch. This is not very appealing for a potential homebuyer visiting the home.**

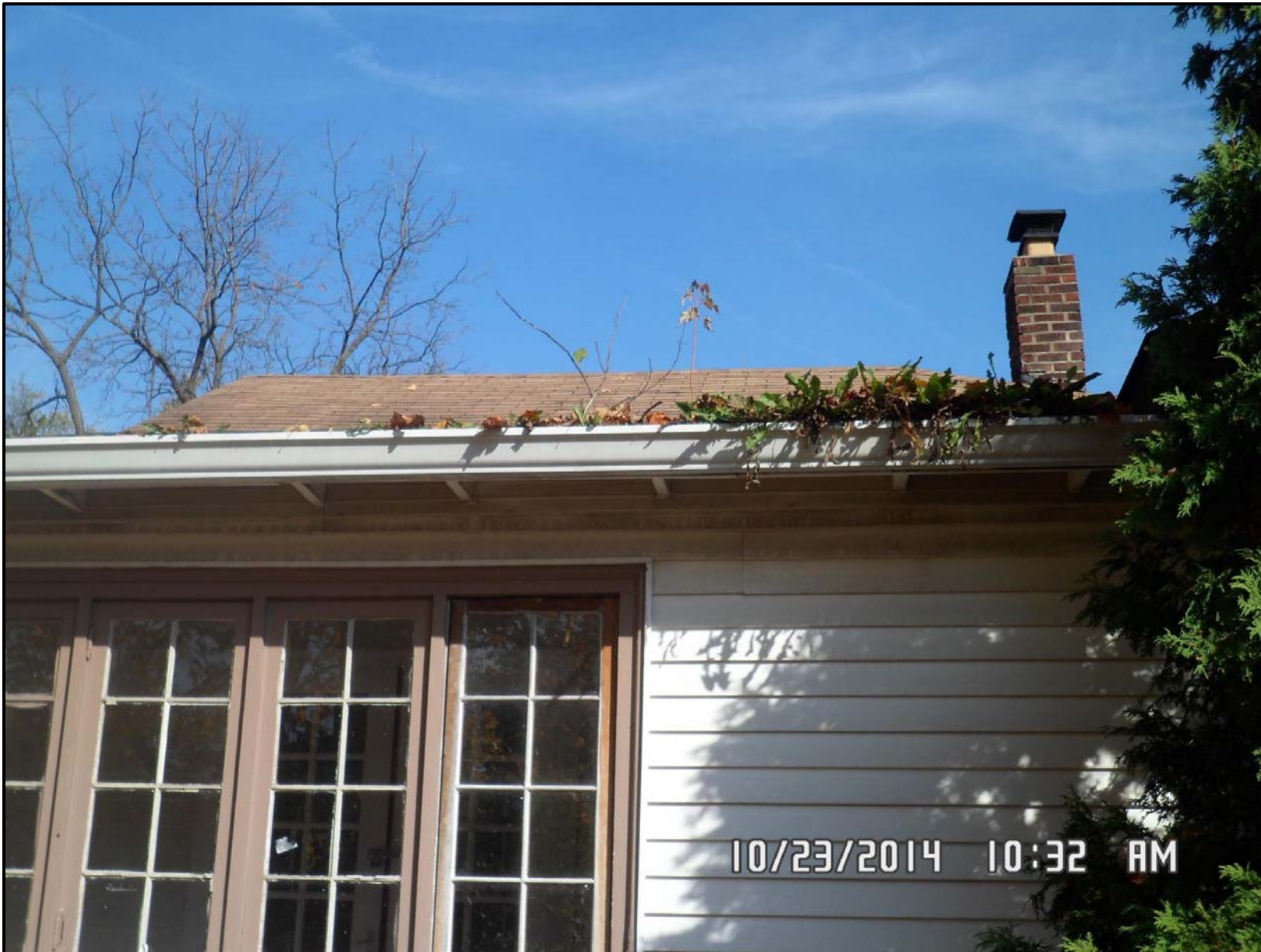






**Deutsche Bank left this door open and unsecured.**

The gutters on this home are obstructed, with plants inside that have grown and since died. Obviously Deutsche has neglected these gutters for a while.





## Deutsche Bank home in an African-American community in Indianapolis in 2014





**The front steps are covered in dead leaves and trash.**





**Deutsche Bank has boarded the front doors but decided to leave the windows on the upper levels completely open and in some instances, missing...**



**There is more trash and debris on the front porch. Not a very welcoming sight if you were looking to purchase this home.**





**In the back of the house Deutsche Bank has left more open windows and more boarded doors. What an eyesore for the community.**





# **Examples of Deutsche Bank Homes in the Indianapolis, IN Area in White Neighborhoods**

**2014- 2016**

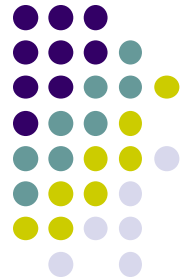


## Examples of Deutsche Bank homes in White communities in the Indianapolis metro area





**Deutsche Bank/Ocwen/Altisource home in a  
White community in Indianapolis in 2015.**



**There are no leaves, no trash, and the shrubs are trimmed.**





**The left side of the home is clean and the doors are all secured and in good shape.**



**The right side of the home is also clean and well-maintained. Deutsche Bank is taking good care of this home in a White neighborhood.**





**Deutsche Bank home in a  
White community in Indianapolis in 2014.**





**The side of the home is clear of trash and there are no invasive plants or overgrown shrubs.**





**The backyard has some leaves that have recently fallen, but otherwise the backyard is clean and was recently mowed.**

