

# FINALIST PROFILE



## IAN PATTERSON

### HOUSING SERVICES MANAGER AT SOVEREIGN



#### I LOVE WORKING IN HOUSING BECAUSE ...

I'm passionate about my work and seeing the difference I can make to our residents' lives. As a housing officer I was faced with lots of difficult challenges, but the outcomes were so rewarding, especially:

- Establishing a residents' group in an area where there was little to no engagement
- Empowering a community by supporting them and dealing with issues which had been left for years - watching them come together to make lasting changes to the area where they live
- Encouraging residents who'd never worked to take their first steps into employment and training
- Listening to and supporting residents who needed a little confidence boost to make real changes in their lives, whether it was dealing with their rent arrears, financial problems, managing anti-social behaviour or getting help for hoarders.

I now oversee the work of my team and pass on my knowledge and experience, but I still like to get out and about, working in the heart of the community.

#### MY PROUDEST ACHIEVEMENT IN HOUSING IS ...

One of my proudest moments was being promoted to housing services manager in 2013, from then my career in housing really took off. I was fortunate to have the opportunity, not only to recruit, but also to build a successful team which has consistently improved their performance year on year. Winning Sovereign's 'Values in Practice' award for Manager of the Year in 2016 was the icing on the cake! Shortly after, I was tasked with managing the lettings team for the whole of our East Division and with it a further 15,000 homes.