

Spotlight on Tricia Merchant



1. What's your role at Peabody?

My role is to facilitate the housing management function at Charlton Triangle Homes, dealing with everything from MP enquiries to our community group day trips.

2. What brought you to Peabody?

I started out my housing journey in 2014 as a Housing Apprentice, that is when my career began, as before that I was enjoying the fun times of Cbeebies and Play Doh! Until then, it did not occur to me to work in the Housing sector, but I am glad that I made that choice, as working in housing is so much more than bricks and mortar, I have learned that it is about people.

3. What are you working on at the moment?

At the moment I am working on a variety of MP/ Counsellor cases, these are individual high level complaints. My aim here is to approach each matter on a case by case basis, show empathy and always start with the end in mind.
Also our annual Youth Summer Programme. The programme is run over 5 weeks of the summer holiday, providing a variety of activities for young people aged 6-19 to participate in. The main objective is to keep the young people positively engaged, whether that is in sports, cooking or arts and crafts to name a few, our aim is to give them the space to experience something different and build new skills. I can honestly say that throughout this time it feels like I have adopted 300 children!

4. What's one of your favourite things about this place?

My favourite thing about working here is the people, every day is so different in housing and on the days that are most challenging, it is the people, as in friends, colleagues and residents that carry me through.

5. Which of the Charlton/Peabody values means the most to you, and why?

Following on from what I have said previously it would have to be Collaborative, as I do not see any other way of being, both personally and in work. For me, my approach has always been to work with people, whether that's 1:1, across departments or with our residents, by having a collaborative mindset, you can be creative and innovative no matter what the situation is.

6. What makes you smile?

Food, food, food in all shapes and flavours! Ask anyone that knows me they would say that Tricia loves her food, just as well really as I work with a bunch of foodies! It is a fact that if you are on a diet of any kind, there is no hope for you when you come to Charlton Triangle Homes, as they will FEED you!

7. Tell us about your home.

I live in Welling, Bexley with my hubby Rob and two children Tafare and Kahlile, all-together they keep me on my toes...quite literally at times. Rob has been a personal trainer for over 15 years, and I am surrounded by his fitness equipment throughout the house, I get a bemused look when I choose to sit on the sofa with cake, instead of making friends with the cross trainer! Meh.

8. Tell us something about you that we might be surprised by.

I am a creative soul and I really enjoy singing, song writing and drawing.

FAVOURITE...

- **Food/Drink:** I'm currently enjoying Gin & Tonic as my summer drink, although I would have to say anything that has Wray & Nephew as the main ingredient.
- **Band/Singer/Group:** As a musician my taste in music is quite eclectic, Still Tupac, Biggie and Chronixx are my favourites to unwind to.
- **Film/Book:** Back to the Future Pt 2, cheesy I know, but I could watch that movie over and over!
- **Sport/Team:** I live in a household of Gooners, so it would have to be Arsenal. I also love boxing.