



Antac
support services



Antac Support Services Case Study

Window and Door Replacements

Introduction

Since January 2022, Antac has worked in partnership with Vivo Defence to deliver high-quality void, planned, and responsive maintenance services across the MoD estate at Larkhill. Covering a portfolio of over 10,000 homes, our team prepares vacant properties for service families and delivers around 6,000 planned and 4,000 reactive jobs monthly, supported by 150 skilled engineers.

Our approach balances efficiency with a personal touch. More than 85% of works are delivered in-house, with vetted subcontractors supporting during peak demand. From same-day response times to drone-enabled roof inspections, we prioritise smart, proactive solutions that reduce long-term costs and disruption. Operatives work to detailed checklists and aim for first-time fixes using high-quality materials. Customer satisfaction is a central focus, tracked through real-time feedback and underpinned by our proprietary CARES programme.

Customer satisfaction is a central focus, tracked through real-time feedback and underpinned by our proprietary CARES programme. Our engineers have received Vivo's monthly service award in 10 of the last 12 months. We deliver value through efficient scheduling, reliable local supply chains, and a versatile multi-trade workforce. By combining technical excellence, responsive service, & a proactive mindset, Antac continues to enhance living conditions for military families while upholding the operational integrity of a secure and complex estate.



PROJECT OVERVIEW

Exterior Window and Door Replacements

As part of our ongoing service with Vivo, we work closely to deliver a range of services for MoD service personnel. We successfully tendered a project to replace approx. 400 tilt and turn windows to 79 properties at Tidworth Camp. Working to a demanding deadline for completion Antac worked with its window supply chain partner to develop a delivery programme, so the specific windows were manufactured and delivered to meet the installation schedule, to minimise site storage needs and reduce the risk of damage to new windows, before they were installed.

The windows were fitted to a mixture of void and occupied homes, which increased the importance of meeting deadlines and agreed schedules. In addition to the installation of the windows, Antac also ensured that any making good and final redecoration was completed so, that any disruption was reduced to a minimum. The old windows were disposed of via Antac's waste partners, and the customer waste management records and register were completed as part of the project handover information pack including O&M details..



By focusing on the project specific needs and working closely with VIVO we successfully delivered this project safely and met with the targets and milestones which we were expected.

£600k
Project Value