Technical FAQs

1.0 Introduction

1.1 What is SiteView?

With the introduction of Part L of the Building Regulations 2021, developers are now required to take and submit photographic evidence of key areas of the build for each plot. The photos need to be geo-tagged and time-stamped to prove their validity, require review from the energy assessor to ensure the accuracy of the as-built BREL report, and form a pack of photos sent to building control and the homeowner.

With AES SiteView, site teams can easily take and upload photos via the app, which are then geo-tagged and time-stamped to prove they are from the correct site. AES SiteView's app reads our SAP data and filters out photos that aren't required, to ensure the Site Manager only provides the photos that are required. Additionally, the app provides photo examples and 'top tips' to site managers, ensuring they have the knowledge they need to take high-quality photos. For a more strategic view, data can be aggregated to allow senior management the ability to review progress and key metrics across multiple sites and regions.

AES SiteView enables our energy assessors to easily review and provide feedback on the photos, ensuring they meet industry standards and regulations. It also produces reports that can be uploaded to building control and given to the eventual owner of the home.

1.2 How do we access SiteView?

SiteView can be accessed via our web portal (www.aes-hub.co.uk) or by downloading the Siteview app for mobile devices. The app is available for both Apple and Android phones from the relevant app stores.

The app focuses on action items like taking photos and sharing updates – great for the site teams. However due to the nature of a smart phone the display space is limited and the available information is compressed to provide the user with a clear picture at a site level. Whilst it is possible to access higher-level information (multiple sites, regions) with the smart phone, it is recommended to move to a larger device. As screen size increases via tablets (using the app) and larger screen devices (using our web portal) the additional screen space is used to provide more insights, and to visualise progress at a more strategic level.

2.0 Security & Infrastructure

2.1 Where is the data stored?

The data is stored in an ISO27001 certified data-centre in Nuremburg, Germany. The entire eco-system runs on servers exclusively reserved to AES Hub and that are limited to communicate within a separate internal network.

2.2 How is the data backed-up?

The data is replicated automatically across 3 servers. There is a full back-up of the data once a week and twice daily incremental back-ups.

2.3 How is the data encrypted?

All data is encrypted using Advanced Encryption Standards (AES-256 in counter mode, authentication uses Poly1305-AES).

2.4 Are you ISO27001 certified?

AES do not hold ISO27001, however the data-centre that holds all the data is certified to ISO27001.

2.5 How is user access controlled?

Access to the system is designed around specific user roles, with each role defined by a set of read/write permissions. These roles have been designed to cover common use cases. Administering user access is currently carried out by the AES team. However, it has become clear that clients are really keen to be able to manage user permissions themselves and this is something we are working to deliver in the next update of the app, along with an increased ability to configure bespoke permissions at an individual user level.

2.6 What personal data do you store?

The only personal data that we hold is that associated with the user account, i.e., user name, job role and email address. This data is encrypted as described in 2.3. We hold this data to allow an audit trail showing where photographs and information has come from and to communicate with users any important information about the service. We do not use this data for marketing purposes.

2.7 How long is data held for?

All data will be retained for 15 years following completion of the property.

3.0 Technical Support

3.1 Who do I contact if there is a technical problem?

Please contact our support team on 01884 242050 or email: hubadmin@aessc.co.uk

3.2 How quickly will AES respond to a problem?

AES will respond to error messages reported by users within 5 hours on working days from Monday to Friday between 08:30 and 17:00, and outside these hours by 12:00 on the next working day. AES shall then, within a reasonable period of time, give notification of the expected duration of the fault analysis and fault rectification. AES will aim to resolve the issue within the specified period, but at the latest within 1 working day of the reported error message. Saturday, Sunday and UK Public Holidays do not count as working days.

3.3 When do you carry out maintenance? How will you notify me of planned downtime?

We will do our best to minimise any disruption to our service by scheduling maintainance outside of working hours where possible. In the event of a significant planned outage, we will communicate this via email in advance.

3.4 Can I extract my photographs from SiteView?

We can provide you with a data extraction from SiteView at your request. This service is available free of charge within 12 months of the termination of your SiteView contract or for a fee at any time after 12 months has expired.