# UKRAINE OPERATION FACTSHEET

# EMERGENCY SHELTER & HOUSING ASSISTANCE

*UNHCR partner Proliska responds to an aerial attack in Zaporizka oblast with emergency shelter materials and support, boarding up the shattered windows with OSB boards to ensure the home remains covered from the elements. © Proliska*

***Overview:*** *The war in Ukraine has damaged or destroyed more than 2.5 million housing units, according to the fourth Rapid Damage and Needs Assessment, and consequently left millions of Ukrainians in need of various forms of housing support. Through its shelter and housing assistance, UNHCR supports:*

- *People in areas that continue to be directly affected by hostilities and need emergency support for rapid repairs on housing.*
- *People who have either remained in or returned to damaged housing in war-affected areas and who need support with house repairs.*
- *People in situations of protracted internal displacement who need accommodation for the medium to longer-term.*

***UNHCR's Emergency Shelter and Housing Programme in Ukraine:*** *The programme aims to ensure that the most vulnerable among people affected by the war, whether displaced, remaining at home or having returned from displacement, have access to housing. In the sixth round of UNHCR's Intention Survey, refugees and internally displaced people raised access to housing along with livelihoods opportunities as key enablers of sustainable and dignified return. UNHCR adopts approaches taking the local contexts into account and includes support that contributes to recovery and durable solutions.*

## *KEY ACHIEVEMENTS SINCE FEBRUARY 2022**

**514,646** people have been assisted with emergency shelter kits and materials immediately after attacks

**44,958** war-damaged homes repaired

**333** pre-fabricated core homes installed

Common spaces in **95** multi-story apartment buildings repaired to facilitate access to housing compensation schemes

**8** multi-apartment social/temporary housing projects completed for IDPs

**2,252** IDP families assisted with a six-month rental package as part of the Rental Market Initiative

**248** collective sites refurbished directly by UNHCR or through partners

**1,237** abandoned or newly purchased houses rehabilitated and made livable for IDPs

**Figures may be adjusted as they are subject to reconciliation and verification. Aggregate figure by year is used.*

## Emergency Shelter Kits (ESK) and Materials:

- **Emergency shelter kits and materials –** So far in 2025, UNHCR through its partners supported **60,296 households** with emergency shelter kits, assisting **104,798 individuals**. Additionally, **726 civilian infrastructure facilities** were supported around Ukraine (educational, medical, administrative and heritage). The emergency shelter support was provided in 265 hromadas of 19 oblasts, with most of the assistance going to people in Donetska (31%), Dnipropetrovska (15%), Kharkivska (13%), Sumska (11%) and Zaporizka (11%).
- **Installation of emergency shelter kits and materials -** To assist the most vulnerable families who could not effectively use the kits by themselves, **1,508** of the households who received emergency materials also received technical assistance by UNHCR's NGO partners.

## Durable House Repairs:

- **Contractor led repairs** – In 2025, **1,752 households** (assisting around 3,359 individuals) were supported with house repairs by national construction companies, contracted by UNHCR.
- **Materials and cash for house repairs -** In addition, **1,176 households** (assisting around 2,685 individuals) were provided with cash to purchase or construction materials for house repairs such as roofing sheets, timber battens, doors and windows, waterproofing and insulating materials.
- **Core Homes** – This year, **85 out of 151** Core Homes have been installed for people whose homes were destroyed or who were displaced. These are Ukrainian-made, prefabricated homes, installed on families' own land, enabling them to stay or to return home if they wish to do so.
- **Mobile Workshop –** In 2025, mobile teams provided technical advice, equipment, and installation of windows, doors, and roof repairs to **365 households** (513 individuals) with specific vulnerabilities.
- **Repair of common spaces:** Applications for compensation under the government's eVidnovlennia are not processed unless there is safe access to the apartments. UNHCR's repair of common areas, including staircases, in multi-story buildings thus enables the apartment owners to receive compensation to repair their apartment (read more about the eVidnovlennia programme below). This year, **443 households (669 individuals)** have benefited from the repair of common spaces in their apartment buildings.

➔ **Rehabilitation of social infrastructure:** Rehabilitation of social infrastructure damaged by the war, as well as infrastructure facing additional strains in areas of displacement and return, is critical for successful re-integration and to foster social cohesion. UNHCR has launched **nine infrastructure rehabilitation projects** this year, such as the Ombudsman's Human Rights Protection Office, the Administrative Services Centre (TSNAP), Resilience Centre and others, with 10 more planned to start shortly and **11 having so far been completed this year**.

## Improvement and Expansion of Accommodation for Internally Displaced People (IDPs):

➔ **Improvement and expansion of collective sites:** By the end of September 2025, UNHCR finished comprehensive renovations of four large Collective Sites (CSs) in **Vinnytsia, Myrhorod, Poltava and Kremenchuk,** and improved energy efficiency and covered the thermal envelope of buildings by implementing modern PVC windows **in a further 15 CSs.** Another **seven** are in the process of improvement in **Dnipropetrovska, Kharkivska and Zaporizka oblasts.** These projects aim to improve living conditions for IDPs, enhance engineering systems, energy efficiency, accessibility, WASH conditions, safety, and potentially increase the number of sleeping spaces.

➔ **Repair of rural houses for IDPs**: UNHCR and partners are contributing to the availability of affordable housing for IDPs who cannot return to their former homes. So far in 2025, UNHCR has completed repairs in **699 houses, benefiting 1,938 people.**

➔ **Rental market initiative (RMI):** In 2025 UNHCR with NGO partners is implementing the RMI in **six oblasts** across eastern, central and southern Ukraine. As of early October, **480 IDP families** approved and successfully passed monitoring phases for all the planned payments, of which **163 households** have already received all three tranches covering a six-month rental package (including one month of rental deposit, if required) and costs of utilities. UNHCR's implementing partners also provided all RMI-covered IDP families with legal support to conclude proper lease agreements as well as with livelihoods counselling. Between 2023 and 2024, UNHCR supported 2,089 IDP families through this programme. Since UNHCR's programme complements the recently launched government programme on rental subsidies, UNHCR and the Ministry of Social Policy, Family and Unity of Ukraine have agreed to establish a mechanism to ensure deduplication and close complementarity between the related programmes.

➔ **Social/temporary housing:** UNHCR has created social/temporary housing for **79 households.** These long-term durable housing solutions add to the Government's housing stock for vulnerable displaced people.

## RENOVATED COLLECTIVE SITE PROVIDES COMFORT FOR FAMILIES RECENTLY DISPLACED FROM FRONTLINE AREAS:

In August 2025, Nadiia fled Kramatorsk in Donetska oblast with her four-year-old daughter, marking their second displacement since the start of the full-scale invasion. They returned to Poltava, where they were reunited with Nadiia's parents—also displaced after their home was damaged and her father's health deteriorated. The family now lives in a collective site at Kremenchuk Medical Vocational College dormitory, which has become a refuge for many displaced people. UNHCR recently renovated the dormitory to improve living conditions for its 119 residents, replacing windows and doors, upgrading the electricity, heating and water supply systems as well as renovating the rooms and common kitchens, toilets and showers, and improving accessibility. This site is one of many across Ukraine hosting around 70,000 vulnerable displaced people, where UNHCR and partners continue to provide essential services, legal aid, and psychosocial support to those there. For Nadiia and her family, the dormitory feels comfortable and safe – "Here at the collective site, it's comfortable for us. It's a new place, where we can start our life over. Yet again," says Nadiia. "I am grateful for the support to displaced people like us, who really lost everything." Read more here.

*Nadiia and her daughter Valentyna in Poltava after fleeing their home in Donetsk region for the second time. © UNHCR/Elisabeth Haslund*

*Multi-story building in Kharkiv city, where residents could apply for government compensation after common areas were repaired by UNHCR. ©UNHCR*

## SUPPORT FOR THE GOVERNMENT'S 'E-VIDNOVLENNIA' SYSTEM:

UNHCR's house repair programme is designed to align with and complement the **Government's housing compensation scheme**, **eVidnovlennia,** by assisting households who are unable to access Government compensation or experience challenges in the application process. Through close coordination with local authorities, UNHCR ensures that support reaches the most vulnerable—those facing legal, administrative, or practical barriers to state assistance. All interventions are planned and implemented in consultation with authorities, and information on completed repairs is shared to promote transparency and strengthen links to **national recovery efforts.** These complementary efforts help fill critical gaps in the system and ensure that **no one is left behind.**

Pilots of the new criteria of UNHCR's 'Complementing to Compensation' programme implemented in 2025, including providing rapid repairs to help households access compensation with damages exceeding the eVidnovlennia cap, and offering technical and legal assistance to help navigate the compensation process, have successfully demonstrated how humanitarian support can effectively complement state mechanisms, turning legal amendments into **actionable recovery tools.**

## SHELTER AND NFI CLUSTER:

The humanitarian Shelter and Non-Food Item (NFI) Cluster in Ukraine is led by UNHCR, with People in Need (PiN) as co-coordinator, and consists of around 138 active partners collaborating to deliver three cluster objects as per the HNRP 2025. The Cluster has three active coordination hubs. In 2025, Cluster partners aim to reach 3 million people with SNFI support and require a budget of $545 million. Please refer to the Cluster's website for current 5W dashboards, factsheets, and sector specific guidance.

## WORKING WITH GOVERNMENT AND REGIONAL AUTHORITIES:

UNHCR works with and in coordination with the government and its authorities to ensure alignment and complementarity of shelter and housing activities. In support of this, UNHCR has signed Memoranda of Understanding (MoUs) with 20 regional oblast administrations and with key ministries, including:

**Former Ministry for Reintegration of the Temporarily Occupied Territories of Ukraine:** On 16 April 2022, UNHCR and the former Ministry for Reintegration of the Temporarily Occupied Territories of Ukraine signed an MoU setting out areas of cooperation, including towards facilitating displaced people's access to durable solutions – where affordable housing is key. In 2024, as part of the cooperation, UNHCR allocated $15 million to the national Prykhystok programme and provided financial support to more than 82,000 families hosting approximately 187,000 IDPs.

*Andrii fled from Kostyantynivka in Donetska oblast after both his and his sister's houses were destroyed by shelling. He found a place to stay at the Slava Sanatorium in Myrhorod, Poltavska oblast, which was renovated by UNHCR and inaugurated together with the Ministry of Social Policy in April 2025. © UNHCR/T. Kuras*

**Former Ministry of Communities and Territories Development:** On 18 April 2022, UNHCR and the former Ministry of Communities and Territories Development signed an MoU to facilitate access to housing solutions for people who have been forced to flee due to the war, including through support to 40,000 families hosting IDPs under the then just-established Prykhystok programme. On 25 January 2023, UNHCR signed another MoU - with the then merged Ministry for the Development of Communities, Territories and Infrastructure to collaborate towards expanding people's access to compensation and assistance to repair war-damaged homes. This laid the ground for the current efforts to align UNHCR's house and apartment repairs with the government's eVidnovlennia programme, described above. UNHCR is now working closely with the current Ministry for Development of Communities and Territories on the implementation of **Law 4080**, which establishes a nationwide digital inventory of housing stock for IDPs. UNHCR is also part of the Ministry's Working Group contributing to the development of a National Housing Strategy.

**Ministry of Social Policy, Family and Unity:** On 28 August 2023, UNHCR and the Ministry of Social Policy signed an MoU on cooperation to improve the living conditions of displaced people, including in the collective centre "Slava", and provide them with access to social protection services. This complements the MoU signed on 19 April 2022.

**Ministry of Education and Science:** On 19 October 2023, UNHCR and the Ministry of Education and Science signed an MoU to strengthen cooperation to enable forcibly displaced persons to access dignified accommodation in collective sites by refurbishing selected dormitories under the ownership of the Ministry to be used as collective centres for IDPs. The MoU ensures that the dormitories can continue being used as collective sites until martial law ends, plus one year, to give displaced residents some security of tenure.