UKRAINE OPERATION FACTSHEET

EMERGENCY SHELTER & HOUSING ASSISTANCE

UNHCR and NGO partners are operating in the most war-affected areas and regions in Ukraine, supporting people with emergency house repairs. © Angels of Salvation/Oleksii Hutnyk

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**

449,000 people have been assisted with emergency shelter kits and materials immediately after attacks

40,000 war-damaged homes repaired

248 pre-fabricated core homes installed

Common spaces in **70** multi-story apartment buildings repaired to facilitate access to housing compensation schemes

5 multi-apartment social housing projects completed for IDPs

2,089 IDP families assisted with a six-month rental package as part of the Rental Market Initiative

194 collective sites refurbished through partners, and a further **33** refurbished directly by UNHCR

660 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** - In Q1 2025, UNHCR through its partners supported **22,349** households with emergency shelter kits, assisting almost **38,700 individuals**. Additionally, **172 civilian infrastructure facilities** were supported around Ukraine (educational, medical, administrative and heritage). The emergency shelter support was provided in 19 oblasts, with most of the assistance going to people in Donetska (35%), Kharkivska (15%), Dnipropetrovska (13%), and Sumska (13%).

➔ **Installation of emergency shelter kits and materials** - To assist the most vulnerable families who could not effectively use the kits by themselves, **363** of the households who received emergency materials also received technical assistance by UNHCR's NGO partners.

Durable House Repairs:

➔ **Contractor led repairs** – In Q1 2025, **322 households** (assisting around **650 individuals**) were supported with house repairs by national construction companies, contracted by UNHCR.

➔ **Materials and cash for house repairs** – In addition, **204 households** (assisting around **540 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, and **11,463 individuals** were supported over the 2024-25 winter period with rapid thermal kits (RTKs) or solid fuel stoves.

➔ **Core Homes** – UNHCR installed **149 Core Homes in 2024** and is in the process of installing a further **150 in 2025** 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** – Mobile teams provided over **400 households** (900 individuals) with specific vulnerabilities in 2024 with technical advice, equipment, and installation of windows, doors, and roof repairs, and UNHCR is identifying households for such assistance in 2025.

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

- **Improvement and expansion of collective sites:** By the end of 2024, UNHCR completed refurbishments of **ten collective sites** (CSs) and provided **another six** with materials in Dnipropetrovska, Kharkivska, Poltavska, Vinnytska, and Zaporizka oblasts. In Q1 2025, UNHCR further completed comprehensive refurbishments of **two CSs** in Vinnytsia and Myrhorod and is expected to finalize **two more CSs** in Kremenchuk and Poltava by early summer. These projects are designed to improve and/or increase the number of available sleeping spaces for IDPs, improve the WASH conditions, accessibility and safety of the premises.
- **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 the repairs in **122 houses, benefiting almost 370 people.**
- **Rental market initiative (RMI):** UNHCR with NGO partners will be implementing the RMI in 6 oblasts across eastern, central, and southern Ukraine for **550 IDP** families. The families will receive a six-month rental package covering the costs of a rental deposit and utilities, and legal support to conclude lease agreements as well as livelihoods counselling. Between 2023 and 2024, UNHCR supported **2,089 IDP families** through this program. Since UNHCR's program complements the recently launched government programme on rental subsidies, UNHCR and the Ministry of Social Policy have agreed to establish a mechanism to ensure deduplication and close complementarity between the related programs.
- **Social housing for IDPs:** UNHCR is supporting **nine different social housing projects** for IDPs across five oblasts, with **two** having been completed by March 2025. These long-term durable housing solutions add to the Government's housing stock to support displaced people most in need.
- **Repair of common spaces:** This year, **152 households** have benefited from the repair of common spaces in their apartment buildings. 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 program below).

WINTERIZATION RESPONSE 2024-25:

Large-scale Russian aerial attacks on energy infrastructure continued across Ukraine throughout the winter, hampering access to energy and increasing costs for heating. As part of its 2024-25 Winterization Response, and contributing to the broader inter-agency Winter Response Plan, UNHCR and partners provided housing support to help keep war-affected people warm. Activities included the **distribution of "Rapid Thermal Kits"** for private houses, apartments and CSs consisting of heaters and materials used by families to insulate their homes, such as reflective insulation screens, transparent plastic sheets, foam strips, and building tape; as well as the **insulation of sub-standard houses, apartments and CSs** to improve thermal properties of dwellings to retain heat, reduce heating costs and save energy through insulating roofs and attics, installation of doors and modern triple glazed windows and fixing any damage. Over **21,300 people** were supported through these interventions. This support was complemented by cash assistance, essential winter items, and support for alternative energy generation capacity.

Distribution of Rapid Thermal Kits by UNHCR and its NGO partner Right to Protection in Kyivska oblast. ©UNHCR/Iryna Tymchyshyn

Contractor-led house repairs in Mykolaivska oblast. ©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,** through services that ensure equitable opportunities for Ukrainians to repair their homes. Central to this effort is information sharing at all levels—from hromada to Ministry—to guarantee transparency in UNHCR's work and avoid duplication. No house or apartment is repaired by UNHCR without being recorded in the Shelter/NFI Cluster's SIDAR database and prior knowledge of the authorities. Once completed, the scope and costs of the work will be shared again with the authorities. These complementary services will help families enter the compensation scheme, maximize the use of available services, and support those who have previously been unable to access the required assistance.

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 197 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 19 regional oblast administrations and with key ministries, including:

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.

MoU signing between the former Minister for Communities and Territories Development and UNHCR On 18 April 2022. ©UNHCR

Ministry for Communities, Territories, and Infrastructure Development: On 18 April 2022, UNHCR and the former Ministry for Communities, Territories, and Infrastructure 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 the government's Prykhystok program. 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 program, 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 of Ukraine: 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.

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.