UNHCR The UN Refugee Agency Ukraine

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HOUSING AND WINTERIZATION 2025 POST DISTRIBUTION MONITORING REPORT

Consolidated Third-Party Monitoring Report

Ukraine | 2026

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Housing, Winterization Assistance — Ukraine, March–June 2026

Overview

This report synthesizes five Computer-Assisted Telephone Interviewing (CATI)-based post distribution monitoring (PDM) assessments covering 2,150 households (HHs), examining humanitarian house repair for both war-affected and internally displaced people (IDPs), construction materials and Rapid Thermal Kit (RTK) assistance delivered in 2025.

Sources: Windows Replacement (June 2026, n=290), House Repairs (May 2026, n=561), Construction Materials (May 2026, n=537), IDP Housing Repairs (March 2026, n=454), and Rapid Thermal Kits (April–May 2026, n=308).

Service providers: Kyiv Institute of Sociology and Info Sapiens.

Target sample sizes for each assessment were determined using a standard statistical sample-size formula (the normal-approximation/Cochran method), applying a 99% confidence level against each programme.

Comparative Snapshot

Assistance type	HHs surveyed	TPM dates / oblasts	Materials/works rated good+	Living cond. improved (high+)	Thermal comfort improved (high+)	Safety & dignity (all 5 aspects)
Windows replacement	290	Jun 2026 · Kharkivska (83%) +4 oblasts	94%	83%	75%	88%
House repairs	561	May 2026 · 13 oblasts (Mykolaivska 23%)	89%	75%	70%	83%
Construction materials	537	May 2026 · 13 oblasts (Kharkivska 27%)	~88% avg.*	63%	63%	80%
IDP housing repairs	454	Mar 2026 · 12 oblasts, 98% IDP	87%	64% sufficient**	98% say daily life improved	n/a
Rapid Thermal Kits (RTK)	308	Apr–May 2026 · 10 oblasts (Dnipro. 47%)	84%	88% already insulated using kit	46% 'extremely/very'	n/a

**Materials quality ranged 67%–98% good/very good depending on item (lowest: doors, bricks; highest: screws, nails). **IDP housing repairs asked sufficiency of works to restore living conditions ("mostly/totally enough") rather than a living-condition-improvement scale; 31% rated sufficiency only "fair." The IDP housing and RTK surveys did not include the 5-item safety-and-dignity index used in the other three assessments; closest available proxies are shown. Among RTK recipients, 88% had already used the kit to insulate their home; among users, 84% rated quality good/very good and 91% found it useful/very useful.*

Profile of Respondents (combined range across assessments)

- **Heads of household** are mostly women (70–76%) and older adults (43–60% aged 60+).
- **IDPs** range from 16% (windows) to 98% (IDP housing programme by design); all displaced HHs cite conflict/violence as the cause, and 82–98% have resided at their current location over one year.
- **Vulnerability is widespread**: 43–49% of households report a chronic illness, 20–33% a physical disability, and around 6% a pregnant/lactating woman.

Quality of Assistance

Across all construction-related interventions, beneficiaries consistently assessed both workmanship and materials positively.

- **House repairs**: **89%** rated both quality of works and materials as good or very good, while **91%** rated workers' professionalism positively.
- **Windows replacement: 94%** positively assessed quality of works and materials, with **93%** expressing satisfaction with installers' professionalism.

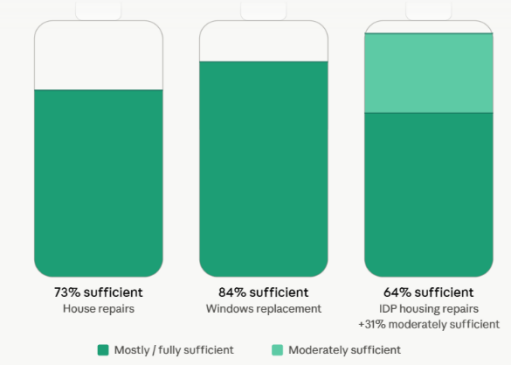
- **IDP housing rehabilitation**: approximately **87%** rated quality of works and materials positively, and **84%** reported good or very good professionalism of contractors.
- **Construction materials**: individual construction items demonstrated consistently high-quality ratings, generally exceeding **90%** positive feedback for most material categories, including insulation, windows, OSB, pipes, drywall and finishing materials.

These findings confirm consistent implementation standards across different partners and modalities.

Sufficiency of Assistance

Beneficiaries generally considered the support sufficient to restore acceptable living conditions.

- **House repairs**: **73%** reported repairs were mostly or fully sufficient.
- **Window replacement**: **84%** considered assistance mostly or fully sufficient.
- **IDP housing repairs**: **64%** considered repairs mostly or fully sufficient, while an additional **31%** assessed them as moderately sufficient, reflecting the more complex nature of rehabilitation needs.



Outcomes and Impact

The assessments demonstrate that shelter assistance generated substantial improvements in the living conditions of respondents.

Across **repair and rehabilitation activities**, most respondents reported that assistance significantly improved the safety, habitability and functionality of their homes. Between **63% and over 80%** of beneficiaries across different interventions reported high or very high improvements in thermal comfort, while improvements in overall living conditions were consistently reported by the large majority of respondents.

Rapid Thermal Kits also demonstrated positive results despite their emergency nature. **Almost half** of respondents reported very substantial improvements in thermal comfort, while only a very small proportion indicated that the kits had no noticeable effect. Respondents also highlighted continued needs for more durable housing support, illustrating that RTKs successfully bridge immediate winter needs but do not replace longer-term shelter solutions.

The **IDP Housing programme** showed particularly strong durability outcomes, with **98%** of supported households continuing to reside in rehabilitated accommodation after completion of repairs, demonstrating the sustainability of investments in longer-term housing solutions.

Accountability, Protection & Safety

Monitoring findings indicate strong compliance with accountability and protection standards across all assessed activities.

The vast majority of respondents confirmed receiving sufficient information before assistance was delivered, including dates, locations and details of the support to be received. Information provision **exceeded 95%** in the construction materials programme and remained consistently high across other interventions.

Respondents overwhelmingly considered the targeting process fair. Around **93%** believed assistance reached households meeting eligibility criteria, while **96%** indicated they were not aware of vulnerable households being intentionally excluded.

Importantly, protection risks remained extremely limited:

- no reports of payments requested in exchange for assistance;
- no evidence of systematic fraud or corruption;
- virtually no reports of violence, exploitation or abuse associated with registration or assistance delivery;

- only isolated concerns related to perceived distribution fairness or information provision were reported.

Respondents also acknowledged efforts by implementing partners to support persons with disabilities and other vulnerable groups during distributions and construction activities.

Key Observations and Lessons Learned

The consolidated evidence demonstrates several recurring strengths across UNHCR shelter programming:

- consistently high technical quality regardless of implementation modality;
- strong beneficiary confidence in implementing partners;
- measurable improvements in thermal comfort, dignity and overall housing conditions;
- effective targeting of vulnerable households, including elderly people, persons with disabilities and households with chronic illnesses;
- strong compliance with humanitarian principles and accountability standards.

The assessments also identify opportunities for continuous improvement. Beneficiaries expressed continued demand for more comprehensive shelter support beyond immediate repairs, particularly additional insulation measures, complementary rehabilitation works and broader housing recovery assistance. Several respondents also indicated the need for clearer communication regarding implementing organizations and available assistance pathways, suggesting further strengthening of beneficiary information and outreach.

Conclusion

The consolidated TPM findings provide strong evidence that UNHCR's Emergency Shelter and Housing programme is delivering high-quality, accountable and impactful assistance across all shelter modalities. Feedback from respondents consistently confirms improvements in safety, thermal comfort, housing quality and overall well-being, while protection monitoring demonstrates high compliance with humanitarian standards.

Overall, the monitoring results validate the continued relevance of UNHCR's shelter programming in Ukraine and support maintaining the current portfolio of emergency and durable shelter interventions, while continuing to strengthen communication with affected communities and expanding opportunities for more comprehensive housing recovery where operationally feasible.

DONORS

UNHCR is grateful for the essential support provided by our top government donors and for the generous contributions from individuals and the private sector, as well as those who have contributed to UNHCR programmes with softly earmarked and unearmarked funds.

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- Visit Ukraine's **Operational Data Portal** for more information products here.
- Visit **UNHCR Ukraine's Website** here.

Contact UNHCR's Hotline 0-800-307-711 for feedback and advice on assistance and services.