

## UKRAINE OPERATION FACTSHEET

## EMERGENCY SHELTER & HOUSING ASSISTANCE



The residential area of Saltivka in Kharkiv was hit in a Russian attack on 30 October 2024, damaging 14 multi-story buildings and more than 1,000 windows. Dozens of people were injured and four people died. UNHCR's NGO partner Proliska was among the first responders on site and provided emergency shelter repair materials to affected families. © UNHCR/O. Barkov

**OVERVIEW:** The war in Ukraine has damaged or destroyed more than 2 million housing units, according to [the third 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 rapid support for urgent 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](#), internally displaced people raised access to housing along with access to 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.

### Emergency Shelter Kits (ESK) and Materials:

- ➔ **Emergency shelter kits and materials** - In 2024, UNHCR through its partners supported 70,865 households with emergency shelter kits, assisting over 137,984 individuals. Additionally, 955 civilian infrastructure facilities were supported around Ukraine (educational, medical, administrative and heritage). By the end of 2024, UNHCR and partners provided shelter support in 24 oblasts, with most of the assistance going to people in Donetsk (31%), Kharkivska (19%), Khersonska (10%), Dnipropetrovska (10%), and Sumska (8%).
- ➔ **Installation of emergency shelter kits and materials** - To assist the most vulnerable families who could not effectively use the kits by themselves, by end of 2024, 4,374 people (2,373 HHs) were supported by UNHCR's NGO partners.

### Durable House Repairs:

- ➔ **Contractor led repairs** - 4,652 households, 9,829 individuals, were provided with house repairs by national construction companies, contracted by UNHCR.
- ➔ **Materials and cash for house repairs** - 4,248 households, 10,284 individuals, were provided with durable materials for house repairs such as roofing sheets, timber battens, doors and windows, waterproofing and insulating materials, etc. and 10,408 individuals benefitted from winter rapid thermal kits (RTKs) or solid fuel stove supply and installation.
- ➔ **Mobile workshop** - Complementary to materials for house repairs assistance, 414 households, 918 individuals were assisted with the installation of around 1,000 windows, doors, and roof repairs until the end of 2024. This assistance is a new initiative to provide people with technical advice, equipment, and installation for vulnerable groups.

### 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 10 collective sites and provided a further six with materials in Dnipropetrovska, Poltavska, Vinnytska, Kharkiv and Zaporizka oblasts. These projects are designated 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 conducting assessments of existing housing stock chosen by IDPs as a long-term accommodation solution in the Western and Central regions of Ukraine. Partners have completed the repairs in 712 houses, benefiting 2,535 individuals.
- ➔ **Rental market initiative:** UNHCR and its partners have started the rental assistance programme in 14 oblasts in the Western, Central and Southern regions of Ukraine. IDP families seeking alternatives to living in collective sites will be assisted with a six-month rental package including the costs of rental deposit and utilities. In 2024, 1,053 families have secured private accommodation through this initiative.
- ➔ **Temporary IDP housing:** Under the Cabinet of Ministers Resolution No. 495 which provides social style housing for IDPs, UNHCR is supporting 9 different projects across five oblasts with the 1<sup>st</sup> being completed in November this year. These long-term durable housing solutions add to the Governments housing stock to support those most in need.

**WINTERIZATION RESPONSE 2024-25:** Large-scale Russian aerial attacks continue across Ukraine, with a sustained targeting of energy infrastructure and potentially dire consequences on the quality of everyday life in Ukraine as winter approaches. As part of its [2024-25 Winterization Response](#), and contributing to the broader [inter-agency Winter Response Plan](#), UNHCR and partners continue to provide housing support to help keep war-affected people warm over the coming winter. Activities include the **distribution of “Rapid Thermal Kits”** for private houses, apartments and Collective Sites (CS) 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. UNHCR has so far supported 3,031 households with better insulated homes and living spaces this winter.



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



New social housing in Dorohynka, Kyivska oblast. ©UNHCR

**NEW SOCIAL HOUSING FOR IDPS:** UNHCR is providing a fresh start for IDPs in the village of Dorohynka in Kyivska oblast, converting an abandoned school into new social housing, with seven apartments and a large community space for the inhabitants to use. The renovations took place over six months, following the legal conversion of the building and the process for selection of the IDP residents, carried out under Ukraine's Resolution #495 governing Temporary IDP Housing. At the recent opening ceremony, families were given their keys to the apartments by the Head of the hromada as they were welcomed into their new homes.

## SHELTER AND NFI CLUSTER:

The Ukraine Shelter and Non-Food Item (NFI) Cluster is led by UNHCR with DRC and PIN as co-chairs (National and East) and consists of around 178 partners collaborating to deliver three cluster objects as per the [HNRP 2025](#). The Cluster has three active coordination hubs and in 2025 Cluster partners will target 3 million Ukrainians for SNFI support and require a budget of \$545 million. Please refer to the Cluster's [webpage](#) 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 key ministries and regional oblast authorities, 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 the mapping of abandoned buildings that could be rehabilitated and repurposed to accommodate people who have lost their homes.

**Ministry for Communities, Territories, and Infrastructure Development:** On 25 January 2023, UNHCR and the 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 under *Ukraine is Home*.

**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 recreational 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 and contribute to education amid the war. UNHCR and the Ministry have agreed on refurbishing educational facility dormitories used as collective sites 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.