

# Ukraine | Housing, Land and Property Local Responder Area Profile

SITUATION OVERVIEW

December 2024 - January 2025

## INTRODUCTION

The Local Responder Area Profile aims to collect actionable, area-based information on local non-governmental actors' (LNGAs)<sup>1</sup> needs, capacities, ways of working, and preferences for international support, to give international organisations (IOs) data they can use to avoid duplication, support LNGAs directly, thus improving the international integration with local systems on local terms. This assessment identifies LNGAs currently operating in the field of housing, land and property (HLP) in Chernihivskiy, Synelnykivskiy, Kharkivskiy raions. These raions were chosen based on prioritisation by the HNRP for having high HLP needs and with input from the HLP technical working group (TWG) on which locations had higher feasibility for acting on findings. Local actors are often in a good position to get information about HLP needs from the community, so this is a key area to focus on to strengthen localisation efforts. The current assessment is designed to help HLP rights-related local actors distribute services in the mentioned locations by providing more information to international humanitarian actors like the Protection and Shelter clusters, HLP TWG. Initial field information about the value of HLP LRAP in Chernihivskiy, Synelnykivskiy, Kharkivskiy raions to international organisations carrying out activities in these oblasts, was confirmed via consultation with Ukraine HLP TWG on May 27, 2024. This research covers HLP rights-related local (non-governmental and local authorities) actors currently operating in the field of HLP in above mentioned raions, as well as identifying the barriers, capacities and needs they may have, including in the cooperation with international organisations. HLP LRAP includes both quantitative data and qualitative data, obtained from different LNGAs.

All findings are indicative only. See p. 2 for full methodology.

### Key Messages

1. Significant **gaps** in light shelter repair supplies, fuel, and hygiene materials are hindering humanitarian response efforts across the assessed raions. LNGAs identified housing assistance, shelter repair, and legal support as their **top 3 priority needs**. As aid resources continue to diminish, **anticipated funding, fuel, and personnel constraints** threaten sustained support in the coming 6 months.

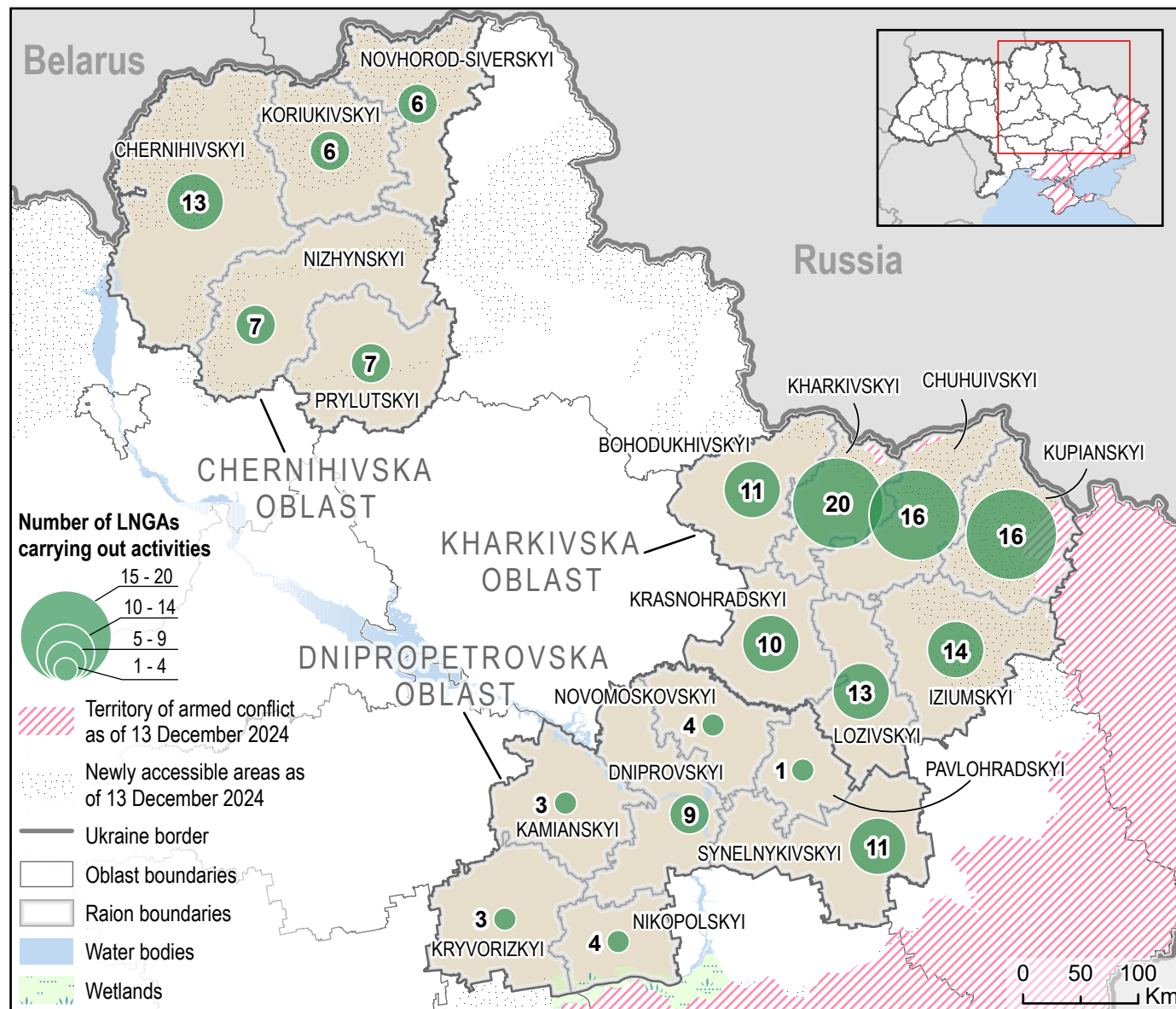
2. Humanitarian needs vary notably across raions:

- In **Synelnykivskiy raion**, LNGAs are focused on assisting IDPs with housing, employment, and integration into local communities (hromadas).
- In **Chernihivskiy raion**, priorities are centred on maintaining collective centres and rebuilding housing damaged by shelling.
- In **Kharkivskiy raion**, LNGAs are balancing emergency response to bombings, shelter repair, and maintaining essential services for the broader population.

3. LNGAs reported severe **capacity constraints** in addressing critical needs such as emergency shelter, livelihood support, and social protection services. Rising pressures from funding shortfalls, labour shortages, and logistical challenges are limiting their ability to sustain essential services. **Strengthened coordination, targeted funding, and strategic partnerships** with international actors will be **crucial** to closing these gaps.

## RAION-LEVEL ACTIVITIES COVERAGE OF LNGAs








Areas where HLP-related LNGAs are reportedly conducting activities, by number of LNGAs reporting:



<sup>1</sup> Throughout this factsheet, "LNGA" refers to Ukrainian non-governmental actors including national NGOs, registered civil society organisations (CSOs), and volunteer groups that met inclusion criteria (see p. 2).







## ACTIVITIES OVERVIEW <sup>2</sup>

### HLP rights-related Activities Kharkivskiyi raion

	Awareness-raising and general information-sharing	18
	Needs assessing or monitoring	13
	Light or medium shelter repair	12
	Distribution of food, water, or goods/providing in-kind material support	11
	Legal services provision related to housing	10
	Coordination	10
	Legal services provision connected to shelter repair or rehabilitation	8



**LNGAs involved in HLP rights-related activities** 19

### HLP rights-related Activities Synelnykivskiyi raion

	Light or medium shelter repair	6
	Rental market assistance or resettling/integration assistance projects for displaced persons	5
	Awareness-raising and general information-sharing	4
	Distribution of food, water, or goods/providing in-kind material support	4
	Legal services provision related to housing	3
	Legal services provision connected to shelter repair or rehabilitation	3

**LNGAs involved in HLP rights-related activities** 10

### HLP rights-related Activities Chernihivskiyi raion

	Light or medium shelter repair	7
	Legal services provision related to housing	7
	Heavy shelter repair or rehabilitation or other emergency/recovery-related construction services	7
	Legal services provision connected to shelter repair or rehabilitation	6
	Needs assessing or monitoring	4
	Awareness-raising and general information-sharing	3

**LNGAs involved in HLP rights-related activities** 10

## ABOUT REACH

REACH Initiative facilitates the development of information tools and products that enhance the capacity of aid actors to make evidence-based decisions in emergency, recovery and development contexts. The methodologies used by REACH include primary data collection and in-depth analysis, and all activities are conducted through inter-agency aid coordination mechanisms. REACH is a joint initiative of IMPACT Initiatives, ACTED and the United Nations Institute for Training and Research - Operational Satellite Applications Programme (UNITAR-UNOSAT).

## METHODOLOGY

The housing, land and property (HLP) Local Responder Area Profile (LRAP) assessment was conducted using data collected between **December 4, 2024 and January 10, 2025**. This study data from local (non-governmental and local authorities) actors currently operating in the field of HLP in **Chernihivskiyi, Synelnykivskiyi, Kharkivskiyi raions**. REACH used a mixed method approach for this assessment, beginning with a quantitative phone-based survey to as many LNGAs based in Chernihivskiyi, Synelnykivskiyi, Kharkivskiyi raions as could be identified, and following up with a smaller set of the originally identified LNGAs for more in-depth in-person qualitative key informant interviews (KIIs).

Quantitative data collection was conducted between **4-16 December**. REACH field teams attempted to contact all LNGAs that were able to be identified as operating in Chernihivskiyi, Synelnykivskiyi, Kharkivskiyi raions and whose had HLP rights-related activities; the threshold

of inclusion for more informal volunteer groups was a group with a minimum of 3-4 members, a clear focal point who could be contacted, and sustained HLP rights-related activities. Ultimately, a total of **39 Key Informants (KIs) representing 39 LNGAs** completed the quantitative survey. The quantitative portion focused on LNGAs' HLP rights-related activities, coverage, operational needs, barriers, coordination awareness and perception of local capacity by sector. Rapid analysis of the quantitative data was used to identify follow-up KIs for the qualitative portion, focusing on LNGAs who confirmed insufficient resources, and whose activities overlapped with sectors reported as being undercapacity in the quantitative survey.

Qualitative KIIs were then conducted between **26 December-10 January** with representatives of **24 LNGAs**, focusing on LPGA perceptions of benefits, challenges, and preferences for cooperation with international actors, local sectoral capacity gaps and collaboration with international actors, barriers for the future.

## LIMITATIONS

REACH cannot guarantee that the field department was able to identify all relevant HLP rights-related LNGAs operating in Chernihivskiyi, Synelnykivskiyi, Kharkivskiyi raions. Additionally, although REACH contacted as many LNGAs as they were able to identify that met the inclusion criteria, some did not answer or chose not to participate in the survey. As such, *there are likely HLP rights-related LNGAs in Chernihivskiyi, Synelnykivskiyi, Kharkivskiyi raions whose perspectives have not been included in this study*. According to the REACH field team's findings, there are very few HLP rights-related NGOs in Synelnykiv raion, so the fewest were identified in this location. Results also cannot be assumed to be statistically representative of this group, given that the baseline population total based in Chernihivskiyi, Synelnykivskiyi, Kharkivskiyi raions HLP rights-related LNGAs is not known. As such **all findings are indicative only**. Furthermore, the area-based approach is not generalisable to the broader context, and these findings may not be relevant for HLP rights-related LNGAs in other areas. Finally, certain qualitative questions based on individual LNGAs' quantitative responses, particularly questions following up on specific operational needs, were asked on a case-by-case basis instead of across all KIIs, indicating nuances of specific HLP rights-related LNGAs' experiences in the operating environment. These findings are highly individual and are not generalisable.

<sup>2</sup> Displayed by number of LNGAs reporting participation in each activity. LPGA respondents could select more than one option.

## SECTORAL RESPONSE CAPACITY

Perception on how local (raion) actors` capacity can address sectoral needs, by number of LNGAs reporting:



● Generally negative (somewhat, fairly, very poorly including) ● Generally positive (somewhat, fairly, very well including)  
● Neither well nor poorly

### HLP rights-related services for the general population<sup>3</sup>

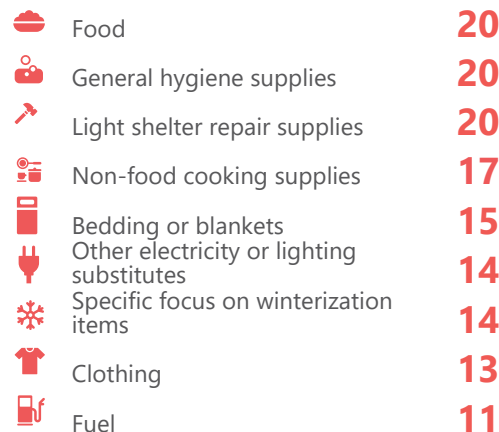


### HLP rights-related services to displaced or formerly displaced (returnee) people<sup>3</sup>

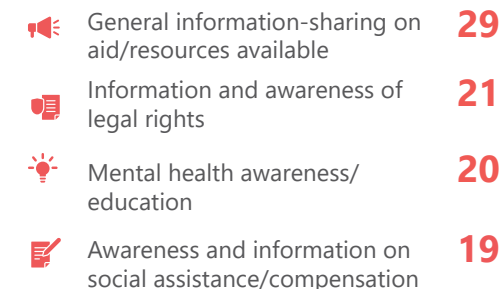


In **Synelnykivskiy raion**, 9 out of 10 CSOs provide services *specific to displaced or formerly displaced (returnee) people*. The reason is that this raion actually borders on the frontline, and IDPs are continuously arriving from non-government-controlled territories.

### Distribution of goods<sup>3</sup>



### Risk awareness or information-sharing<sup>3</sup>



Most KIs noted an **increase in the number** of HLP rights-related requests, especially close to the frontline after the beginning of a full-scale war. On the other hand, the level of HLP rights-related **awareness is remarkably low**. Thus, one of the focuses of LNGAs activity is information sharing. "We conducted informational meetings in schools with teachers and parents of IDPs, as well as in shelter centres. During these roundtables, we discussed people's concerns and distributed information booklets. In these materials, we described, for example, how to restore documents step by step. We designed and printed these booklets ourselves. This awareness-raising activity helped people to understand what problems they had and how they could be solved", KI from Synelnykivskiy raion mentioned.

### Local perception on possible HLP rights-related projects with international actors








Many KIs reported they would like to cooperate with IOs on projects, such as **housing for IDPs and locals**, including reconstruction of ruined housing after missile attacks, **maintenance of modular houses, and building new social housing**. Some KIs mentioned planning various centers, such as **rehabilitation centers** (for veterans, IDPs, and locals (including children)), and **geriatric centers** for integrating elderly beneficiaries.

Other KIs emphasized the high demand for projects focused on **re-qualification of IDPs and opportunities for opening small businesses** to integrate IDPs into local communities. In regions close to the frontline, there is a need for **emergency response projects** addressing missile attack consequences and **primary coordination centers** for comprehensive first aid assistance, with a focus on psychological support.

A few KIs noted they would like to expand their **awareness-raising activities** on HLP rights-related legal issues in cooperation with IOs.

## LOCAL PERCEPTION OF PRIORITY NEEDS AND GAPS <sup>4</sup>

Top 3 priority needs in areas of coverage, by number of LNGAs reporting:

	Housing assistance	28
	Light shelter repair	21
	Legal assistance	20
	General aid/resource application assistance	17
	Livelihoods/employment support services	15
	Mental health/psychosocial support services	13
	Services targeting veterans specifically	3

Most reported gaps in in-kind materials intended to be given directly to beneficiaries, by number of LNGAs reporting (n=14):

	Light shelter repair supplies	12
	Fuel	9
	Hygiene supplies	9
	Non-food items for the household	8
	Food	7
	Toys or education materials for children	7
	Agricultural inputs	6
	Assistive devices for people with disabilities	5
	Medicines	5

## LOCAL BARRIERS ANTICIPATED BY LNGAs

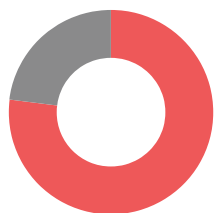
Perception of local barriers anticipated in the next 6 months following data collection, by number of LNGAs reporting <sup>4</sup>:

	Funding	26
	Fuel	17
	Labor/human resources	16
	In-kind materials for beneficiaries	14
	Vehicles for transportation	12
	Equipment (excluding vehicles)	9
	Housing for displaced or unhoused beneficiaries	9
	Office utilities	9
	Premises/space for activities	9
	Information in an unfamiliar topic	5

Of the 37 KIs who replied, fifteen concluded that they would not stop their activity if they did not receive support in the 6 months following data collection, but **would have to seriously downscale.**

## INTERNATIONAL ASSISTANCE

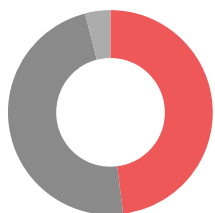
Provision of support by international organisations, by number of LNGAs reporting:



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assessed LNGAs reported receiving some support from international actors

Among assessed LNGAs reportedly receiving international support:



14 reported very satisfied with the IOs support

14 reported satisfied with the IOs support

1 reported dissatisfied with the IOs support

Most KIs indicated that IOs could address their 6-month needs (on financing, housing, reconstruction materials, specialised equipment, and builder salaries). KI from Synelnykivskiyi raion reported "Rehabilitation equipment is exactly what is needed [for rehabilitation centres]. And sports equipment that can be used in rehabilitation programmes." Additionally, IOs are expected to assist with staff training in HLP rights, grant writing, and organizational management "on how to develop the organisation so it will not collapse, that we will have permanent resources and will not lose staff".

For the next 6 months, one KI from Synelnykivskiyi raion perceived barriers in utilities. "There are problems with drinking water in the Pokrovska hromada, where there are remote villages without access to their own water supply, and it is also difficult to bring water there. This is due to the proximity to the hostilities area, as Synelnykivskiyi raion borders on Donetsk and Zaporizhzhia oblasts. What we would like to improve is the removal and disposal of garbage. We have already thought about it, but we understand that it is very expensive and we do not know how to implement this idea. There are landfills in many communities, and some don't have garbage trucks, or the process of garbage collection is not happening as it should."

CSO KIs highlighted that local partners, primarily local authorities (LA), could play a crucial role in coordinating local support and simplifying bureaucratic procedures to better assist beneficiaries. KI from Kharkivskiyi raion mentioned the importance of cooperation locally - "If they [partners] will not help us, we will not be able to cope on our own. Starting from coordination support, organisation of activities, funding, provision of materials. If we don't have this, how will we know where in Kupyansk or Kupyanskyi raion there was a shelling and who needs help? While we work together, we are doing well." While another CSO KI reported problems in local cooperation, "if there are destroyed schools that [LA] take to a garbage dump - we could take those bricks and rebuild buildings. But it's all just transported away. We have everything we need to rebuild! Just meet us halfway, just cooperate." (Chernihivskiyi raion)



## LOCAL COORDINATION AND COMMUNICATION








Among assessed LNGAs,

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reported that they had some kind of local mechanism for coordinating the the HLP rights-related response

The majority of KIs shared **positive experiences** of cooperation with IOs, attributing the success to a cooperative approach and mutual trust between IOs and LNGAs. However, a few KIs reported **negative or neutral experiences** due to corruption (“grants are allocated [by IOs] on an ‘acquaintance’ basis”), short-term projects, communication problems (“[IOs] don’t have any direct contact person or phone number”), lack of feedback (“when projects fail, we receive no feedback, leaving us unaware of the reasons”) and cooperation (“lack of partnership approach”). One LA KI mentioned about limited aid *“For example, there are some [module] houses that [international] organisations build, but they are not fully finished. There is a carcass, walls, floor, ceiling, but no furniture, or at a minimum, only a bed. And any further issues are up to the individuals to resolve on their own.”*

**Types of actors LNGAs usually cooperate with for HLP rights-related activities, by number of LNGAs reporting<sup>5</sup>:**

	UN and/or International Non-governmental Organisation	<b>25</b>
	Local authorities	<b>23</b>
	National Non-governmental Organisation <sup>6</sup>	<b>21</b>
	Civil Society Organisation <sup>7</sup>	<b>17</b>
	Volunteer group	<b>16</b>

### Local coordination

Most KIs indicated the presence of a regional **HLP rights-related local coordination** mechanism and highlighted the benefits of such coordination. The most effective coordination occurs when there is an urgent need to address local problems.

In general, KIs reported to have cooperation experience with international and Ukrainian partners locally (including CSOs and LAs). Most **CSO KIs** noted that LAs were part of regional coordination regarding HLP rights, and their **cooperation was moderately effective**. Some KIs noted that LAs played an important role in providing official HLP rights-related information, security permissions, and were eager to cooperate with frontline hromadas – *“Firstly, they provide a lot of information. Secondly, they organise or help to find gaps or locations where more attention needs to be paid. Thirdly, it is still organisational issues. Fourthly, the permission system – it allows you to only pass in Kharkivska oblast with special permission. If they [LAs] were not there, I can say for sure that it would be much harder to work, perhaps even almost impossible. But they are involved, they are present literally at all stages, from evacuation to resettlement at the collective centres.”*

However, the extent of LA inclusion and effectiveness varied across different raions. *“Local authorities have information that I don’t have, but I also have information that they don’t have. So, basically, there is some coordination, although it may not be very effective. Still, I would like to see more coordination and not creation obstacles.”* – mentioned KI from Synelnykivskiy raion.

According to most **LA KIs**, CSOs were **effectively included in coordination** mainly due to their local cooperation and assistance, emphasizing the importance of CSOs involvement. *“Anyway, it is necessary to involve [CSOs], but [the effectiveness of coordination] will depend on many circumstances: what is the organisation or representative office like, what are its capabilities to help? Because, no matter what, it is necessary to involve [CSOs] and provide information about the needs! Since the more people know about these needs, the more chances there are that they will be helped!”* – added KI from Chernihivskiy raion.

The overall perception was that LA and CSO participation in regional HLP rights-related coordination proved advantageous, although the degree of effectiveness varied.

### Perception of and preferences for cooperation with international actors

Based on their experience, many KIs explained there are **no problems** in cooperation opportunities with IOs when there is mutual understanding. While most LNGA KIs highlighted **communicational challenges**, such as IOs’ long bureaucratic procedures and the absence of feedback “we often question what we need to improve [in grant proposal], but there is no answer” and corruption. LA KIs faced difficulties mainly with **legislative regulation** when transferring aid from IOs. Also, many KIs reported **lacking available information about cooperation, direct contacts from IOs, lacking CSO experts** (for grant writing, etc).

When asked about the imagined ideal experience of cooperation with IOs, most KIs reported it should include **effective communication**, including coordinational meetings with local Ukrainian CSOs, local authorities and IOs. “It is important to have an in-depth communication on both sides, with mandatory understanding of our Ukrainian legislation. Not just to transfer the experience and norms of humanitarian law, but also to take into account our legislation and our activities”, a CSO KI added. Many KIs preferred mixed online-offline meetings mode, but some insisted on in-person. Most KIs noted the need for **training** from IOs (for capacity building etc) and a few suggested the need for ‘**horizontal**’ platforms for **information exchange** bringing together local (hromada) needs and actors. The need for **transparency** (including financial transparency and reporting) was mentioned by most local KIs as important to build trust. Also, some KIs pointed out they prefer having an **information session of questions and answers** (via e-mails or in person to the IO consultant), **giving feedback** for the grant application.

Some KIs mentioned the need for **long-term projects** (for several years) to be in a more financially secure situation (including transport costs, and anticipate inflation costs for utilities and fuel, at least). *“Most projects are short-term - 3, 6 months or a year at most. In such a situation, it is difficult to retain key specialists, such as an accountant, lawyer, or psychologist. People do not want to work on temporary contracts, knowing that they will have to look for a new job after the project is over. For organisational sustainability, it is important to have basic support, which would include meeting the basic needs of the organisation, such as retaining accountants or other key professionals, creating a foundation for long-term work, and additional funding for infrastructure development or the development of new activities. This would provide stability and allow the organisation to focus on development rather than just survival.”*

<sup>5</sup> LNGA respondents could select more than one option.

<sup>6</sup> Throughout this factsheet, “National Non-Governmental Organisation” refers to organisations operating nationally (cover the entire territory of the country), with representation or offices in different regions of Ukraine.

<sup>7</sup> Throughout this factsheet, “Civil Society Organisation” refers to a more local organisations, i.e. operates within one city, district or region.