Social Innovation Initiative

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SMART UA

Report on the Mapping of Actors Involved in Supporting Access to Housing for Ukrainian Refugees

Scaling the successful social inclusion and integration of Ukrainian refugees in Hungary, Romania and Slovakia through an innovative multi-stakeholder cooperation

(Acronym SMART UA)

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Romania

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Authors

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1. Summary

The mapping carried out within the project *"Scaling the successful social inclusion and integration of Ukrainian refugees in Hungary, Romania and Slovakia through an innovative multi-stakeholder cooperation (SMART UA)"*, ESF-SI-2024-UA-01-0074 (WP2), aimed to identify institutional and non-institutional actors supporting Ukrainian refugees' access to housing in Romania, document existing barriers, and collect examples of good practices.

The research was exploratory in nature and took place between April and July 2025 through the administration of a structured online questionnaire (SurveyMonkey), completed by 28 respondents — representatives of 24 public authorities and NGOs. Of the 24 participating institutions, 6 provided consent for their data to be made public. The data collected provide anoverview of the types of interventions and challenges in the housing sector, but are not intended to be nationally representative.

Key Findings

- Only one-third of respondents (9 out of 28) reported being actively involved in supporting access to housing; most interventions are ad hoc, and long-term solutions are limited.
- The lack of available housing and high rental costs are the most frequently reported barriers (over 80% of respondents), followed by the absence of a coordination framework and bureaucratic difficulties.
- Inter-institutional collaboration is fragmented, and the use of digital tools is inconsistent, limiting planning and monitoring of interventions.

Key Recommendations

- Establish rapid financial support mechanisms (e.g., vouchers or micro-grants) for rent and related costs.
- Strengthen local coordination through functional inter-institutional groups and designated focal points.
- Develop a shared digital database with standardized indicators for case tracking and reporting of interventions.

2. Introduction

Since February 2022, the war in Ukraine has generated one of the largest humanitarian crises in Europe. Romania, as a member of the European Union and a direct neighbor of Ukraine, has become both a transit and host country — temporary or long-term — for refugees. As of June 30, 2025, there were 188,273 registered Ukrainian refugees in Romania (UNHCR, 2025).

The reception of Ukrainian refugees in Romania is multifaceted, involving localized

arrangements and, in numerous cases, hosting in private homes by families (Breivik Khan, 2025, p. 2). At the European level, Directive 2001/55/EC and the Implementing Decision (EU) 2022/382 activated temporary protection for displaced persons from Ukraine. Romania implemented this framework through Government Emergency Ordinance (GEO) No. 15/2022, later consolidated by GEO No. 96/2024 and subsequent amendments, in the context of the extension of protection until 4 March 2026 (Government of Romania, 2022, 2024, 2025).

According to the **SEIS Romania 2024** study (UNHCR, IOM & CNRR, 2024), by the end of 2024, 179,737 Ukrainian refugees benefiting from temporary protection were registered in Romania. The study, based on a sample of 1,008 adults from 25 counties and Bucharest, provides relevant data on housing conditions, access to services, and refugees' socio-economic needs. Results show that a significant share of participants faced difficulties related to stable housing, high rental costs, and the lack of long-term support solutions.

Regarding housing types, available data indicate a predominance of private accommodations compared to collective centers. According to an **UNHCR operational report (April 2024)**, approximately 450 refugees were accommodated in public collective centers (in Bucharest, Arad, Galați, and Vâlcea counties), while about 4,900 were hosted in private units — hotels, apartments, or other intermediary spaces — especially in Constanța and Vâlcea counties (UNHCR, 2024). These data highlight the pressure on the private housing sector and the need to develop complementary and sustainable public housing support mechanisms.

However, despite a favorable legal framework, effective access to adequate housing remains a major challenge. The **"50/20" support program** was restructured, and many initial emergency solutions (university housing, volunteer accommodation, or local initiatives) did not evolve into sustainable models. Frequent problems include a shortage of affordable housing, landlords' reluctance to rent to refugees, language barriers, the absence of a national support network, and, in some host communities, stigma (The Social Incubator Association, 2023).

Independent data and analyses show that, in the summer of 2023, most of the 94–95 thousand Ukrainians in Romania were concentrated in **Bucharest, Constanța–Năvodari, and Brașov**, where more housing had been available during the first year of the crisis (Expert Forum, 2023). During the same period, the "50/20" financial assistance system showed documented dysfunctions — "the absence of strict monitoring mechanisms led to abuses and unjustified withholding of sums by hosts" (Expert Forum, 2023, p. 4) — which affected refugees' housing stability; subsequently, the mechanism was modified in 2023 (Radio Free Europe Romania, 2024).

A concrete example of a housing response was provided by **Habitat for Humanity Romania**, which implemented a **Social Rental Program**:

"Starting from June 2022, with a capacity of 30 apartments for Ukrainian families, the program

supported over 100 refugees, 60% of whom are now fully integrated in Romania" (Habitat for Humanity, 2024, p. 3).

The demographic profile of refugees remains atypical:

"In all host countries, at least 70% of adult Ukrainian refugees are women, and 30% are minors" (OECD, 2023, p. 3).

Studies conducted in Romania and Moldova confirm a high proportion of young adults and parents, with related housing, childcare, and income support needs, influencing the transition from emergency to medium-term solutions (Norwegian Refugee Council, 2023).

The transformations in the housing and labor markets after 2022 turned Romania from a transit country into one of longer-term residence for tens of thousands of Ukrainian refugees. This shift increased pressure on affordable housing and demonstrated the need for "predictable support mechanisms, inter-institutional coordination, and monitoring tools" (HIAS & CSCM, 2023, p. 5) to ensure a transition from emergency arrangements (volunteer hosting, university campuses) to sustainable housing models.

At the European level, these challenges are similar to those in other host countries such as Poland, Hungary, and Slovakia. Within this context, the **SMART UA** project aims to conduct a transnational mapping of actors contributing to the integration of Ukrainian refugees, focusing on access to housing and the identification of good practices and replicable models.

The purpose of this research is to identify key actors, challenges, and existing opportunities in supporting Ukrainian refugees' access to housing in Romania. Data were collected in **June–July 2025** through a structured questionnaire addressed to institutional and non-institutional actors active in the housing sector (local authorities, NGOs, community initiatives, housing providers, etc.) (*SMART UA Methodology, 2025*).

The mapping of actors involved in supporting Ukrainian refugees' access to housing in Romania is part of **Work Package 2 (WP2)** of the SMART UA project, implemented in partnership with research institutes from Romania, Hungary, and Slovakia. This research contributes to understanding systemic barriers, supports evidence-based policy formulation, and underpins the development of practical tools for local and international actors assisting refugees.

3. Methodology

The mapping of relevant actors in the field of housing for Ukrainian refugees in Romania was conducted within **Work Package 2 (WP2)** of the SMART UA project, between **7–22 July 2025**. This phase was exploratory and quantitative, based on a self-administered questionnaire aimed at identifying and analyzing types of interventions, perceptions, and challenges encountered by organizations and institutions supporting access to housing for beneficiaries of temporary

protection.

3.1. Objectives

The research aimed to:

- identify institutional and non-institutional actors contributing, directly or indirectly, to supporting Ukrainian refugees in accessing housing;
- document concrete intervention methods and resources involved;
- capture perceptions regarding systemic barriers, needs, and potential solutions;
- gather examples of relevant or replicable local initiatives.

3.2. Research Instrument

The main tool used was a questionnaire, developed in English and translated into Romanian, containing both closed and open questions grouped into five thematic sections: organizational profile, housing-related activity, encountered obstacles, cooperation with other actors, and examples of good practices.

The questionnaire was completed online via the **SurveyMonkey** platform between **7–22 July 2025**. Distribution to respondents was carried out by **JRS Romania** via email, followed by reminder phone calls to increase the response rate.

3.3. Selection Criteria for Respondents

Invited participants included actors who:

- are actively or occasionally involved in supporting Ukrainian refugees in accessing housing;
- operate at local, county, or national levels, in cities with a significant refugee presence;
- represent public authorities, non-governmental organizations, civic initiatives, housing providers, volunteer networks, or other relevant actors.

The research did not seek national representativeness but rather diversity in actor types and experiences.

3.4. Limitations

- The number of responses is small relative to the potential size of the field of analysis.
- Geographical coverage is uneven, concentrated in urban areas and centers with higher refugee density.
- The information obtained is self-reported and reflects the perceptions and experiences of actors, not the direct experiences of refugees.

4. Profile of the Actors

The questionnaire was completed by a total of **28 respondents**, representing organizations and institutions involved in supporting Ukrainian refugees in Romania, particularly in the area of access to housing. The data were collected between **7–22 July 2025** through the SurveyMonkey platform, as part of the mapping process carried out within the **SMART UA project**.

The typology of included actors is diverse, reflecting the **polycentric nature of interventions** in the housing sector within a humanitarian context. Respondents mainly represented:

- **Local public authorities**, including social assistance departments (e.g., DGASPC Giurgiu, Brașov Social Assistance Directorate, Arad Social Assistance Department);
- **Non-governmental organizations**, such as *Habitat for Humanity Romania* or the *Carmelite Missionary Association*;
- **Institutions or networks** with targeted involvement in facilitating access to housing, including through **logistical support, mediation, or community-based activities**.

The **geographical distribution** of respondents is relatively varied but concentrated in counties and municipalities with a higher presence of Ukrainian refugees, such as **Arad, Botoșani, Brașov, Bucharest, Caraș-Severin, Constanța, Galați, Giurgiu, Ilfov, Maramureș, Satu Mare, Suceava, Tulcea, and Vâlcea**.

The information provided by respondents indicates a diversity of locations and organizational forms; however, some respondents filled in the identification fields only partially, and in a few cases, only **generic names, addresses, or symbols** ("–", "TOTAL") were entered. This limits the possibility of a fully formal and detailed classification of the sample.

In conclusion, the sample is treated as **exploratory**, valuable for its territorial coverage and the variety of actors surveyed, but **without claiming institutional or typological representativeness** at the national level.

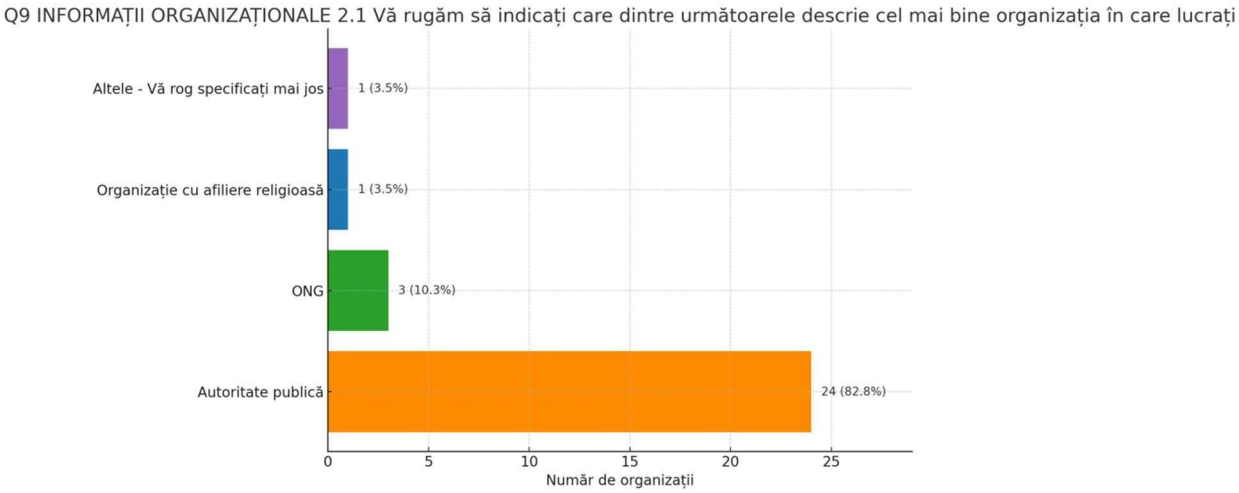
5. Housing Support Activities

5.1. Organizational Profile of Respondents

Out of the total of **28 completed questionnaires**, most came from **public authorities** — **20 institutions** — some of which completed more than one questionnaire (a total of **24 responses**). These authorities include **social assistance directorates, general directorates of social assistance and child protection**, as well as other administrative entities involved in supporting refugees.

The remainder of the sample consists of **4 non-governmental organizations (NGOs)**, one of which is a **faith-based organization**.

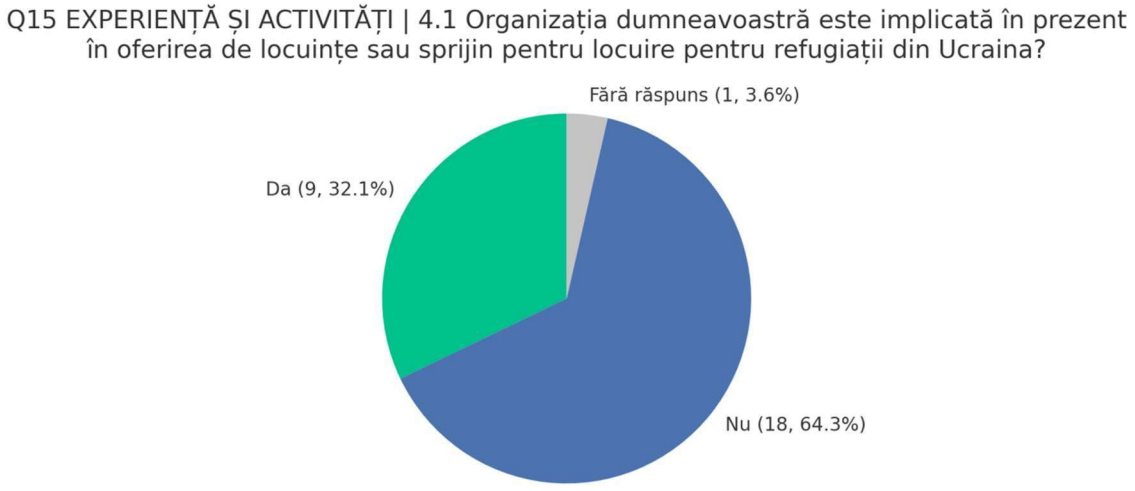
The classification is based on responses to question **Q9**. The predominance of public institutions reflects the **major role of local administrations** in managing access to housing for Ukrainian refugees.



5.2. Types of Activities and Support Provided

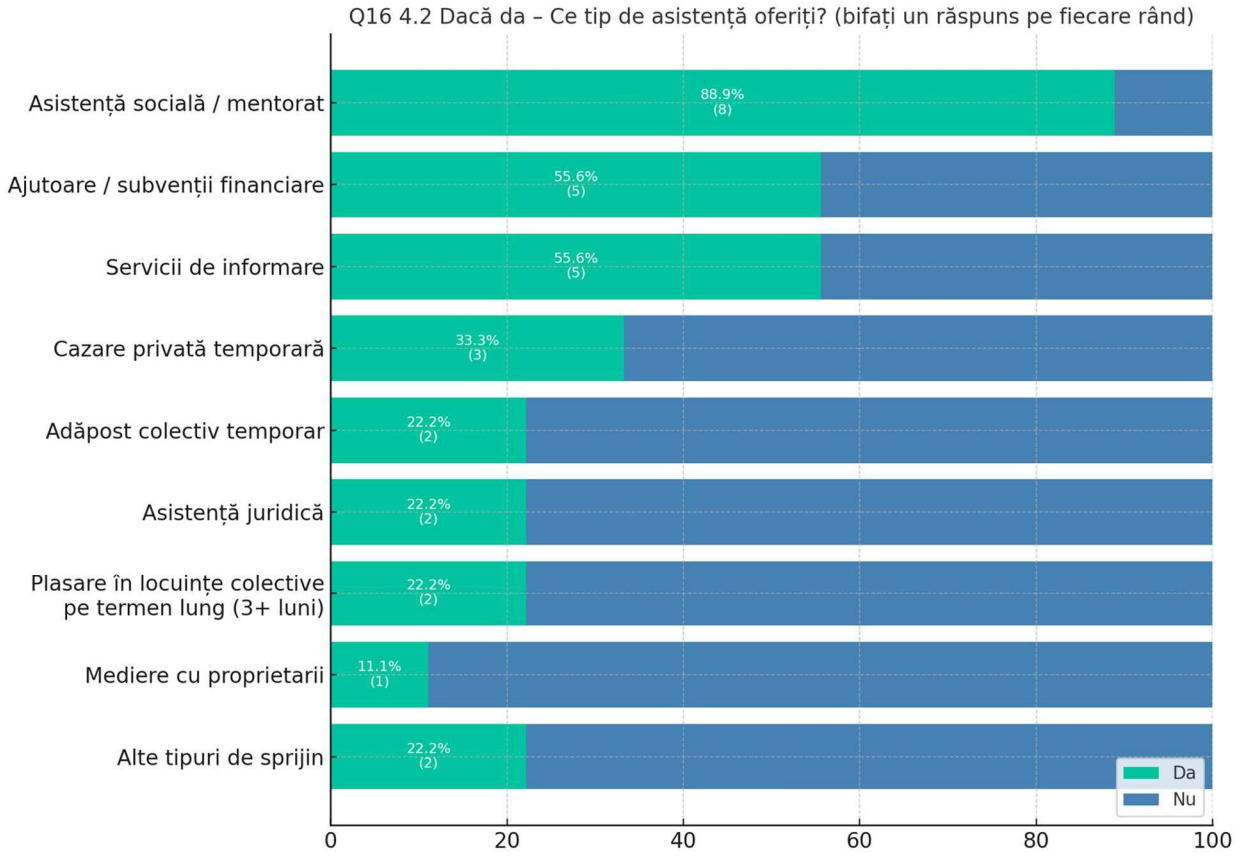
In response to **Question Q15**, which addressed current involvement in providing housing support for refugees, out of **27 valid responses** (from a total of 28), **18 organizations** indicated that they are **not currently involved** in such activities, while only **9 organizations** reported that they **are presently engaged** in housing support initiatives.

The chart below illustrates the **percentage distribution of responses**, highlighting that **only one-third of the participating organizations** are directly involved in housing-related support. This proportion underscores the **limited level of active engagement**, despite the broader context of an ongoing humanitarian crisis.



Among the **9 respondents** actively involved in supporting access to housing, the following types of interventions were reported (**Question Q16**):

- **Social assistance / mentoring:** 8 respondents (88.9%)
- **Financial aid / subsidies:** 5 respondents (55.6%)
- **Information services:** 5 respondents (55.6%)
- **Temporary private accommodation:** 3 respondents (33.3%)
- **Temporary collective shelter:** 2 respondents (22.2%)
- **Legal assistance:** 2 respondents (22.2%)
- **Placement in long-term collective housing (3+ months):** 2 respondents (22.2%)
- **Mediation with landlords:** 1 respondent (11.1%)
- **Other types of support:** 2 respondents (22.2%)



These results indicate that the most frequent interventions are **social and informational in nature**, while **long-term housing solutions** and **legal interventions** are less common. The diversity of interventions reflects the **complexity of needs** and the **variable adaptation of actors** according to available resources.

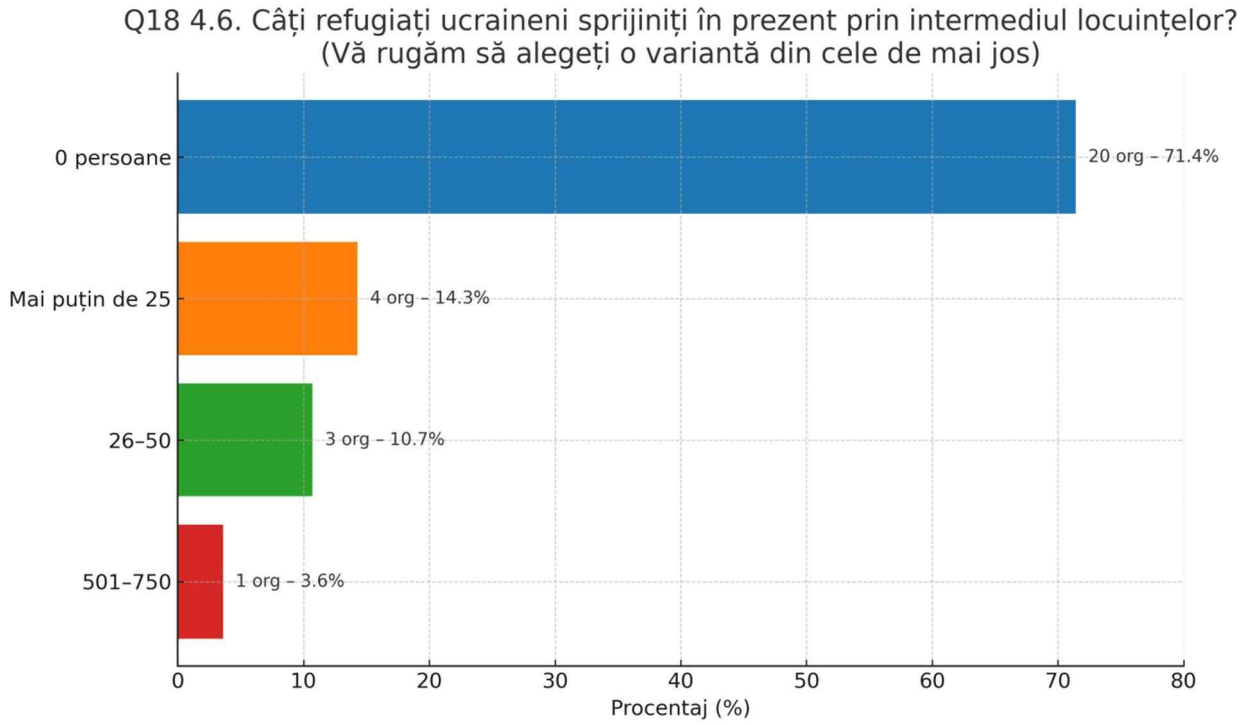
5.3. Number of Refugees Supported

Responses to the question regarding the current number of Ukrainian refugees supported through housing-related activities show that the **majority of respondents (20 out of 28 – 71.4%)** are **not currently providing any type of support** in this area.

Among the respondents implementing interventions:

- **4 respondents (14.3%)** provide support for **fewer than 25 persons**;
- **3 respondents (10.7%)** support **between 26 and 50 persons**;
- **1 respondent (3.6%)** reported supporting **between 501 and 750 persons**.

This distribution highlights the **limited and fragmented nature of the support provided**, which is **mainly concentrated on isolated or small-scale cases**. Only one respondent reported operating at a **larger scale**, suggesting **capacity challenges** and **insufficient coverage** of Ukrainian refugees' housing needs.



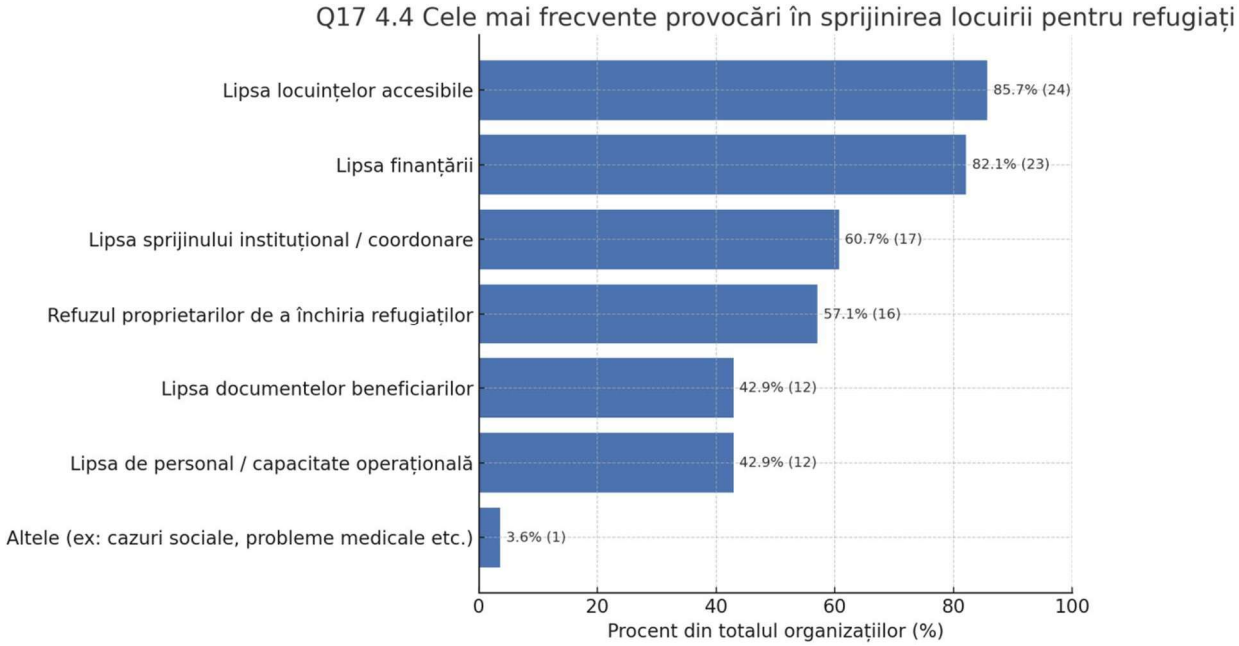
6. Barriers and Challenges

6.1. Common Obstacles in Supporting Access to Housing

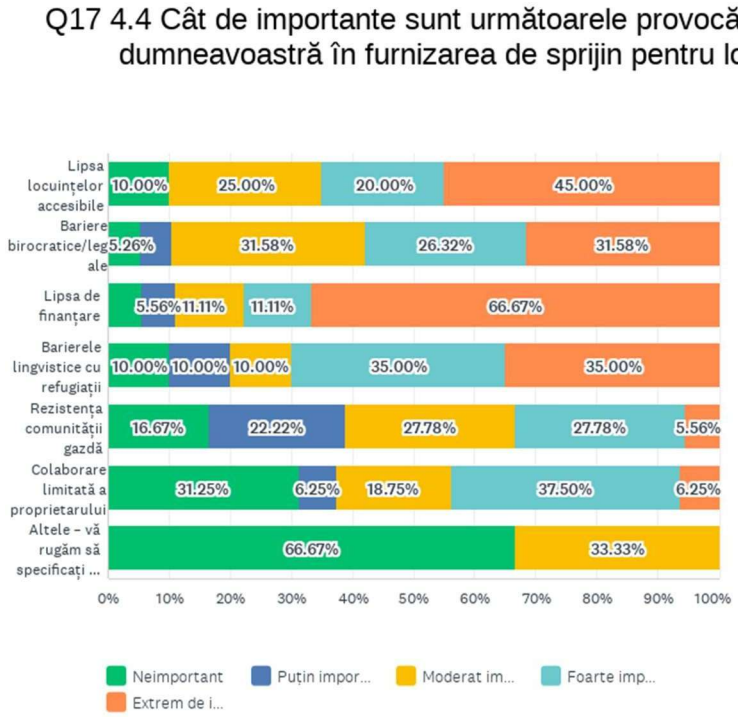
- **24 respondents (85.7%)** mentioned the **lack of available or adequate housing**;
- **23 respondents (82.1%)** reported **difficulties in covering rental costs**;
- **17 respondents (60.7%)** indicated the **absence of institutional support or a coordinated framework**;
- **16 respondents (57.1%)** noted **landlords' refusal to rent to refugees**;
- **12 respondents (42.9%)** mentioned the **inability of refugees to provide required documentation**;
- **12 respondents (42.9%)** pointed to **insufficient staff or operational capacity** within their institution.

One open-ended response (**3.6%**) mentioned additional challenges related to **complex social cases**, **lack of school attendance**, and **psychological difficulties among beneficiaries**.

The chart below visually summarizes the **importance level assigned to each challenge**, highlighting that the **lack of affordable housing** and **insufficient funding** are most frequently rated as *"very important"* or *"extremely important"* by respondents — accounting for **over 65% of all responses** for each of these categories.



In addition to the list of obstacles mentioned above, **Question Q17** explored respondents' **perceptions of the severity of key issues**, asking organizations to **assess their perceived level of importance** using a **Likert-type scale**.



The **most pressing challenges**, according to this criterion, were the following:

Regarding the difficulties encountered, the **lack of available housing** was rated as *"extremely important"* by **9 respondents**, while **4 others** considered it *"very important."* In total, **13 out of 19 respondents** identified this issue as critical. Only **2 respondents** indicated that it did not represent a significant challenge.

Lack of funding was identified as an *extremely important* challenge by **13 respondents**. Another **2 respondents** considered it *very important*, while **2** rated it as *moderately important*, and **one each** as *slightly important* or *unimportant*. These results reflect the majority perception that **insufficient funding represents a critical obstacle** to providing housing support.

Bureaucratic or legislative barriers were considered *extremely important* by **7 respondents**, and *very important* by **5 others**. **Six respondents** regarded this as a *moderately important* barrier, while **one each** rated it as *slightly important* or *unimportant*. Thus, for most respondents, **administrative barriers constitute a significant obstacle** to supporting access to housing.

The **challenge related to limited cooperation from landlords** was considered *very important* by **6 respondents** and *extremely important* by **one respondent**. However, **8 respondents** stated that this issue was *unimportant*, while **4 others** rated it as *moderately* or *slightly important*. These findings suggest that **perceptions of landlords' willingness to cooperate vary significantly** across organizations and local contexts.

Regarding **host community resistance**, only **1 respondent** considered this challenge *extremely important*, while **6 respondents** rated it as *very important*. Another **5 respondents** viewed it as *moderately important*, while the remaining **8 respondents** classified it as *slightly important (5)* or *unimportant (3)*. The results indicate **diverse perceptions**, suggesting that this issue is more pronounced only in certain local contexts.

Language barriers were rated as an *extremely important* challenge by **7 respondents**, and *very important* by **8 others**. In total, **15 out of 20 respondents** perceive language barriers as major obstacles. Only **2 respondents** rated them as *moderately important*, while **4 others** considered them *slightly important* or *unimportant*.

7. Collaboration and Good Practices

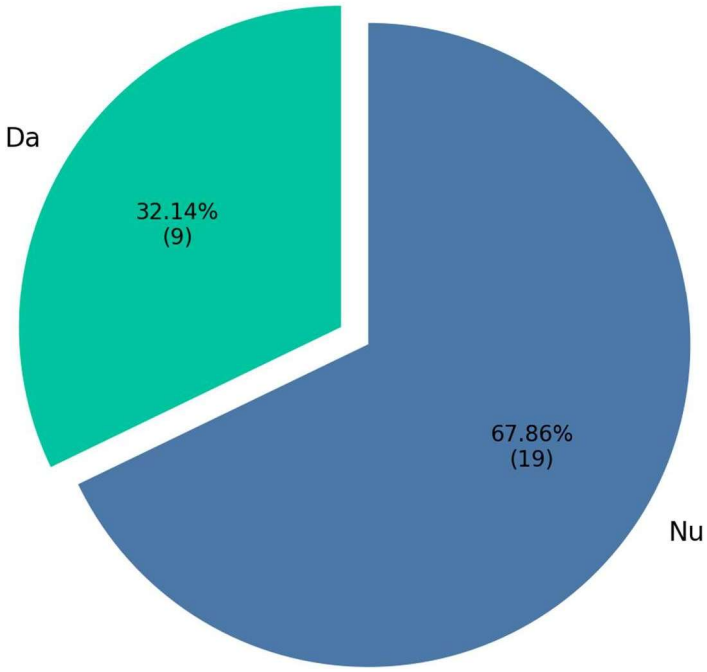
The questions concerning inter-institutional collaboration had a **lower completion rate**, as they were mainly **open-ended**.

7.1. Collaboration with Other Actors

In response to the question about collaboration with other actors in providing housing assistance (**Q19**), only **9 out of 28 respondents (32.1%)** stated that they engage in such collaborations, while **19 respondents (67.9%)** indicated that they do not collaborate in this field. These findings confirm the **fragmented and limited nature of inter-institutional**

partnerships in supporting refugees' access to housing.

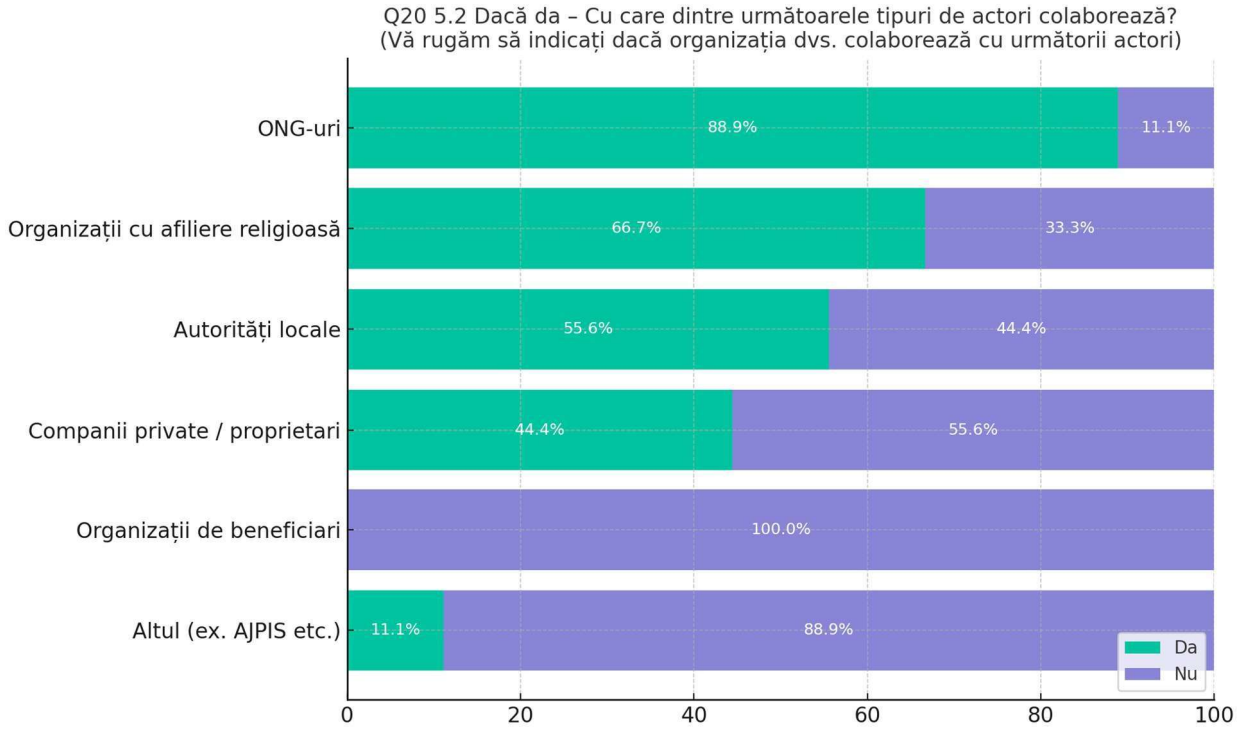
Q19 CELE MAI BUNE PRACTICI ȘI COLABORARE 5.1
Organizația dvs. colaborează cu alți actori în furnizarea de ajutor pentru locuire refugiaților ucraineni?



Among the **9 respondents** who reported engaging in collaborations to support access to housing, the **most frequently mentioned partners** were **NGOs** (**8 mentions – 88.9%**), followed by **faith-based organizations** (**6 mentions – 66.7%**) and **local authorities** (**5 mentions – 55.6%**).

Collaboration with private companies or landlords was reported by **4 respondents (44.4%)**, while **no organization** mentioned collaboration with **beneficiary organizations**.

A single respondent indicated cooperation with **other actors**, such as **AJPIS Maramureș**, the **Romanian Office for Immigration** (current name: *General Inspectorate for Immigration*), or the **Regional Accommodation Centre for Asylum Seekers** (current name: *Regional Centre for Asylum Procedures and Accommodation*).



Respondent organizations were invited to **evaluate the quality of collaboration** with different categories of actors involved in providing housing support, using a scale ranging from *"very effective"* to *"not effective at all."* The results reveal **significant variations** depending on the type of actor mentioned, as well as differences in the **response rate** for this section (between **21 and 25 responses** for each actor category, out of a total of 28 respondents).

Collaboration with **local authorities** and **NGOs** is generally perceived positively: **21 out of 25 respondents (75%)** rated the cooperation as *"effective"* or *"very effective,"* while only **one organization (3.6%)** considered it *"not effective at all."* These partnerships appear to be the **strongest and most widespread** among respondents.

Regarding **faith-based organizations**, **24 respondents** provided answers, of whom **19 (67.9%)** offered positive assessments (*"effective"* or *"very effective"*), although **3 respondents (10.7%)** stated that they do not collaborate at all with this type of actor.

Collaboration with **private companies or landlords** is more fragmented: only **4 respondents (14.3%)** rated it as *"very effective,"* and **5 respondents (17.9%)** mentioned having **no collaboration at all** with such actors. Additionally, **6 respondents (21.4%)** indicated a **low level of effectiveness** (*"slightly"* or *"not effective"*).

A similar situation is observed in the case of **beneficiary organizations**, where only **11 out of 21 respondents (39.3% of the total 28)** rated collaboration as *"effective"* or *"very effective."* Furthermore, **4 respondents (14.3%)** reported that they **do not collaborate** with such entities.

For **other actors**, only **7 respondents** provided an answer, of whom **3 (10.7%)** reported *effective collaboration*, **2** stated that they **do not collaborate at all**, and **2** assessed the cooperation as *"not effective at all."*

These data suggest that, while some forms of collaboration — especially with **local authorities** and **NGOs** — are well developed, **partnerships with other actors**, particularly **those from the private sector** or **beneficiary-led organizations**, remain **limited** and are often perceived as **ineffective or non-existent**.

The consolidated data are presented in the table below:

Table – Perceived Effectiveness of Collaboration by Type of Actor

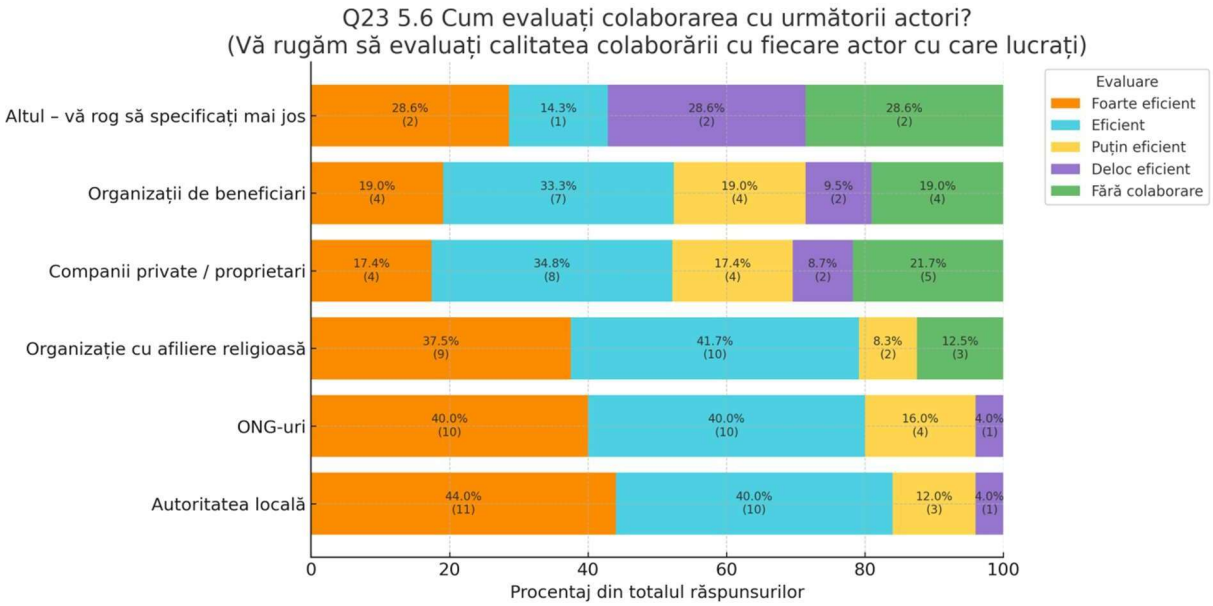
Actor	Very effective	Effective	Slightly effective	Not effective	No collaboration	No response	Total (out of 28)
Local authority	11 (39.3%)	10 (35.7%)	3 (10.7%)	1 (3.6%)	0 (0%)	3 (10.7%)	28
NGOs	10 (35.7%)	10 (35.7%)	4 (14.3%)	1 (3.6%)	0 (0%)	3 (10.7%)	28
Faith-based organizations	9 (32.1%)	10 (35.7%)	2 (7.1%)	0 (0%)	3 (10.7%)	4 (14.3%)	28
Private companies / landlords	4 (14.3%)	8 (28.6%)	4 (14.3%)	2 (7.1%)	5 (17.9%)	5 (17.9%)	28
Beneficiary organizations	4 (14.3%)	7 (25.0%)	4 (14.3%)	2 (7.1%)	4 (14.3%)	7 (25.0%)	28
Other actors	2 (7.1%)	1 (3.6%)	0 (0%)	2 (7.1%)	2 (7.1%)	21 (75.0%)	28

These data confirm the following:

- Cooperation with **local authorities** and **NGOs** is perceived as *effective* or *very effective* by **75% of respondents** in both cases.
- Collaboration with **religious organizations** is also positively assessed by **67.8% (19 out of 28)** respondents.
- Evaluations for **private companies** and **beneficiary organizations** are lower, and the

proportion of those who either **do not collaborate** with these actors or **did not respond** is significant (**over 30%** in each case).

- Regarding **collaboration with other actors** (such as central or regional public institutions), **only 7 respondents** provided an evaluation.



In conclusion, local authorities are perceived as the **most effective partners** in supporting access to housing, with **almost 70%** of respondents rating collaboration as *effective* or *very effective*. NGOs follow closely, although with a slightly higher number of critical responses. In contrast, **collaboration with the private sector and informal organizations** is either poorly rated or nonexistent for a significant number of organizations.

These differences indicate an **imbalance in partnership structures** and highlight the **need to strengthen cooperation** with economic, religious, and grassroots actors for an integrated approach to housing support for refugees.

In addition to identifying the types of partners, the questionnaire also explored the **specific areas of collaboration** among the organizations involved. The most frequently mentioned areas of cooperation include **information provision (7 mentions)**, **temporary accommodation (5 mentions)**, and **social assistance (6 mentions)**, followed by **legal support (3 mentions)** and **mediation with landlords (2 mentions)**. The chart below illustrates these areas and the frequency with which they were mentioned by respondents.

7.2. Examples of Good Practices in Supporting Ukrainian Refugees

Although most participating organizations did not report detailed initiatives, several concrete examples were mentioned, illustrating **successful practices** in supporting access to housing and

related services for Ukrainian refugees. These highlight the **capacity of both public and non-governmental sectors** to cooperate and innovate in emergency contexts.

In response to the question about the existence of programs considered good practices, **9 out of 28 respondents (32.1%)** stated that they had implemented such initiatives, while **19 respondents (67.9%)** answered negatively. This result suggests that, although there are notable examples of intervention, they remain **limited in frequency** and **unevenly distributed** among organizations active in supporting access to housing.

The 9 respondents who reported implementing initiatives considered good practices in supporting access to housing for Ukrainian refugees described a **variety of interventions**—from rapid mobilization of local resources to the development of institutional mechanisms and multisectoral partnerships:

1. **Blue Dot Centers and International Partnerships**
   The *Blue Dot Center*, created in partnership with **UNICEF** and **ANPDCA**, in collaboration with county and local authorities, was implemented at the **Sighetu Marmației border crossing point**. It provided **integrated support** for refugee children and their families, including counseling, emotional assistance, and coordination with the **Border Police** and the **Inspectorate for Immigration**. Children and vulnerable persons were transferred and accommodated in specialized facilities, benefiting from basic services.
2. **Local Coordination Platforms**
   In **Suceava County**, the **Inspectorate for Emergency Situations (ISU)** initiated a **WhatsApp communication group** for state institutions and NGOs. This channel facilitated the **rapid identification of urgent cases** and the **efficient distribution of housing and support resources**.
3. **Local Government Involvement**
   In **Bucharest's Sector 2**, **Local Council Decision No. 321/2024** was adopted, establishing, through Annex 2, a **specific mechanism for granting community assistance** for **rent payment in emergency situations** (including for refugees affected by exceptional circumstances).
4. **Community and Volunteer Initiatives**
   Several organizations reported **volunteer involvement** in facilitating refugees' access to housing. Activities included **identifying housing through online groups**, **contacting landlords**, and even **accompanying refugees to viewings**, acting as translators and mediators.
5. **Engaging Private Landlords**
   In another effective initiative, **guesthouse and villa owners** were enlisted to provide accommodation for refugees due to the **insufficient availability of institutional housing facilities**.
6. **Translators and Communication Support**
   Collaboration with **civil society** enabled the **mobilization of translators** to facilitate

communication between refugees and authorities or local communities, thus addressing a **critical integration need**.

7. **Social Rental Program**
   Another example mentioned was the **"Social Rental Program"**, aimed at supporting access to **subsidized rental housing**, although detailed information on its implementation was limited.

These examples reflect a **high degree of local adaptability and cross-sector partnership**, particularly where **community resources were quickly mobilized** or **institutional support was complemented by volunteer involvement**.

8. Capacity and Needs

8.1. Funding Sources

To provide an overview of the **financial sustainability** of the organizations involved, the following data summarize the reported **types of funding sources**. The **majority of respondents (21 out of 28 – 75%)** stated that they receive **government funding**, reflecting a **significant dependence on public funds**. **European Union funding** was reported by **9 respondents (32.1%)**, while **other sources**—private, community, or international—were less frequent.

The full distribution is as follows:

- **Government funding – 21 respondents (75.0%)**
- **European Union funding – 9 respondents (32.1%)**
- **Individual / community sources – 6 respondents (21.4%)**
- **Other self-generated income – 6 respondents (21.4%)**
- **Donors and international organizations – 5 respondents (17.9%)**
- **Private sector funding – 3 respondents (10.7%)**
- **Other sources (e.g., local budgets, county councils) – 3 respondents (10.7%)**

These data show a **concentration of funding around national and European public sources**, with relatively limited input from the **private sector** or **community-based financing**. This dependence may affect the **flexibility and innovation capacity** of organizations in addressing refugees' housing needs.

8.2. Needs and Priorities for Improving Support

The participating organizations were invited to reflect on the types of support that could help them **improve their housing-related activities** for Ukrainian refugees. Their responses indicate a **strong need for financial resources**, along with a **clear demand for institutional and**

operational strengthening.

Funding for housing emerged as the **most frequently mentioned priority need**. More than half of the respondents — **15 out of 28 (approximately 54%)** — consider it *essential* or *very useful* for continuing and expanding their services. Of these, **12 respondents** categorized it as *essential*, emphasizing the **vital importance** of this type of support.

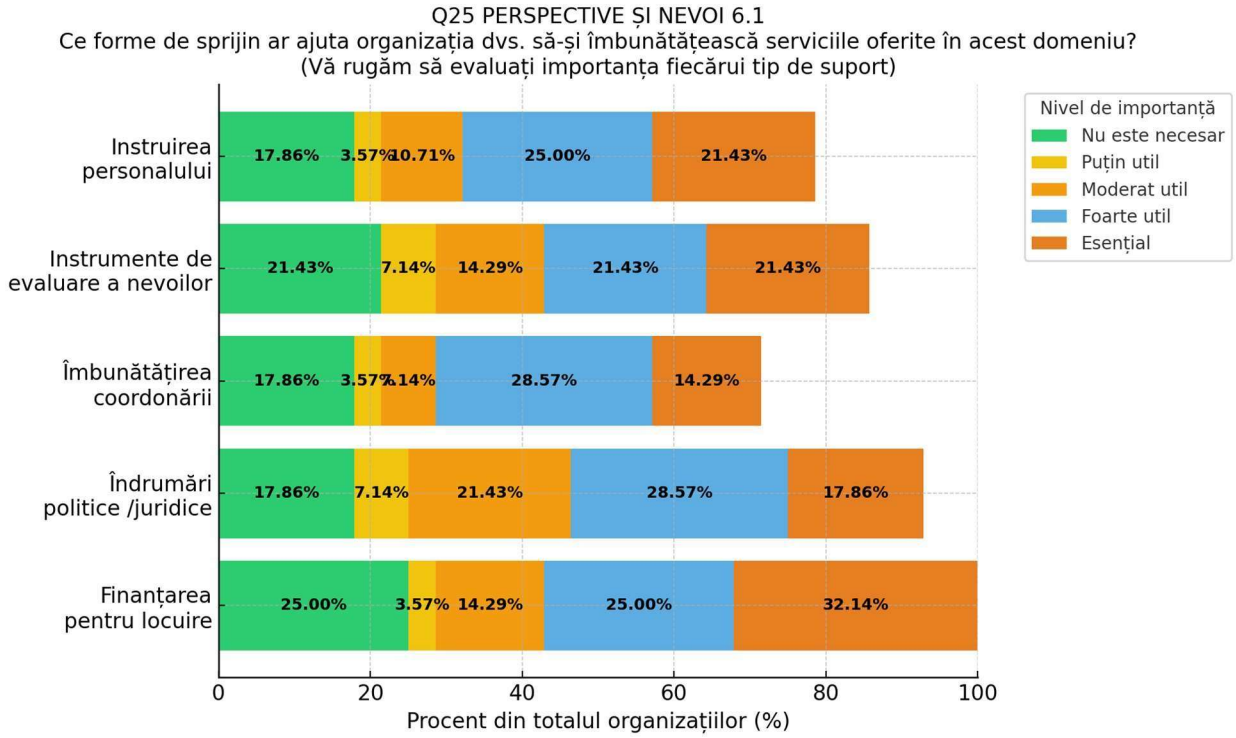
Policy and legal guidance were also seen as valuable forms of support. **Twelve respondents (43%)** regarded these orientations as *essential* or *very useful* for clarifying the operational framework and aligning more effectively with national or international policies.

Regarding **improving coordination**, **11 respondents (39%)** stated that this would significantly enhance the efficiency of interventions, indicating the need for **clearer mechanisms and stronger collaboration** among involved actors.

Needs assessment tools were considered important by about **one-third of respondents (9 out of 28)**. This suggests that many organizations would benefit from **structured methods** to identify and prioritize beneficiaries' needs, especially in dynamic or resource-limited contexts.

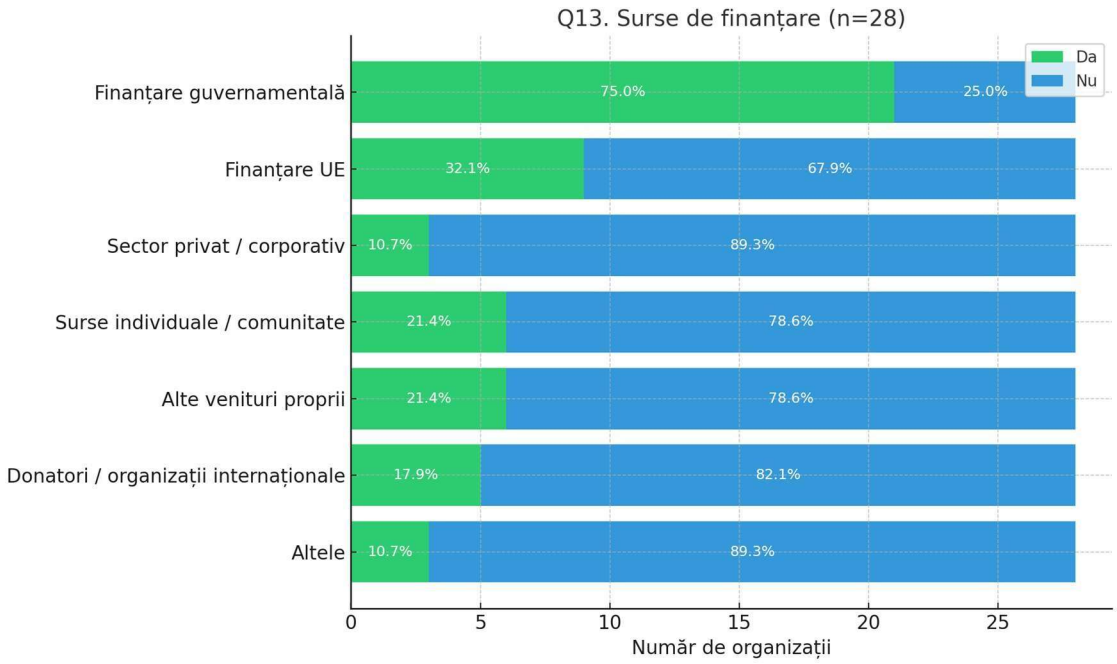
Finally, **staff training** emerged as another frequently mentioned area. **Twelve respondents (43%)** viewed this support as important, whether through **specialized training sessions** or **access to educational resources** aimed at strengthening their teams' competencies.

In conclusion, the analysis shows that most organizations would benefit from **increased support** in the form of **funding, policy/legal guidance, needs assessment tools, and capacity building**. Future interventions by support actors could be **aligned with these priorities** to ensure greater impact and sustainability.



Although most organizations indicated a clear need for **financial support** and **institutional strengthening**, some open-ended responses mentioned **specific needs**, such as covering **transportation costs for children** or **funding for medical services and medicines**. At the same time, a small number of

respondents considered that **no additional support** was necessary, which may reflect either a **perception of organizational autonomy** or **limitations in their capacity to absorb external assistance**.



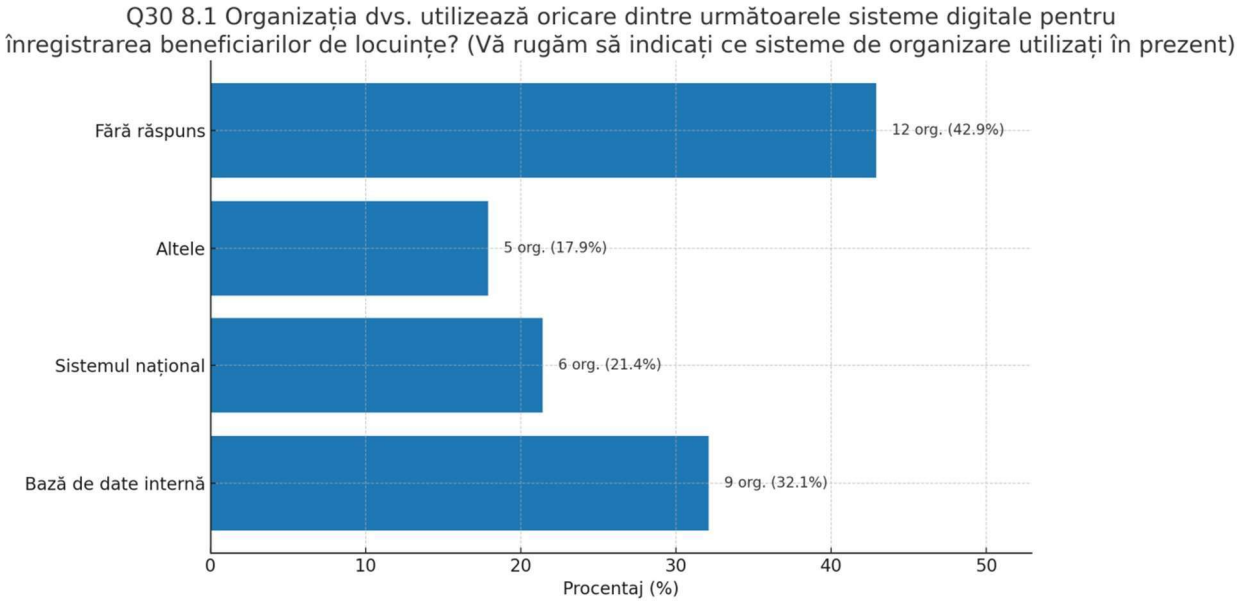
8.3. Data and Digital Tools

A significant proportion of participating organizations reported using various **digital systems** to manage information related to housing support. Out of the total **28 questionnaires analyzed**:

- **9 respondents (32.1%)** use an **internal database** for recording beneficiaries;
- **6 respondents (21.4%)** use the **national information system**;
- **5 respondents (17.9%)** mentioned using **other methods** (including their own records, specific centers, or noted the **absence of digital systems**);
- **12 respondents (42.9%)** did **not provide any response** to this question.

It is important to note that some organizations **simultaneously use both an internal database and the national system**, indicating a **mixed data management strategy**.

The distribution of these responses suggests a **moderate level of digitalization** among organizations, but also a **fragmentation of data recording practices**. The **lack of access to a unified and standardized digital infrastructure** may hinder the ability to **effectively monitor interventions** supporting refugees and to **respond coherently to their needs**.

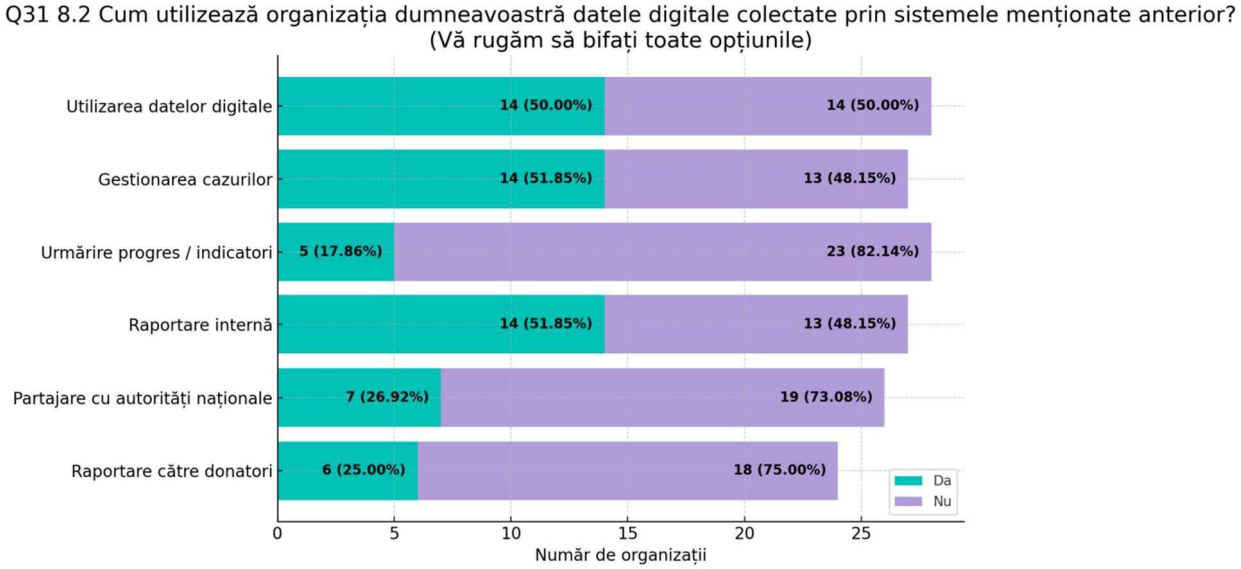


Out of the total **28 respondents**, the analysis of **digital data usage** reveals a **moderate diversity** in the purposes for which such data are used. The most common uses are related to **case management**, mentioned by **10 respondents (35.7%)**, followed by **internal reporting** and **general use of data in daily activities**, each indicated by **9 respondents (32.1%)**.

Data sharing with national authorities is practiced by **6 respondents (21.4%)**, while only **4 respondents (14.3%)** use these data for **donor reporting** or for **tracking progress and performance indicators**.

It is worth noting that **4 respondents (14.3%)** did not indicate any use of digital data or did not respond to this question, which may reflect either the **absence of such systems** or **limited capacity to integrate data into operational processes**.

These results suggest that, although some organizations use **digital tools** to support refugee housing activities, the **strategic use of data**—particularly for **monitoring, planning, or external reporting purposes**—remains relatively limited. This may indicate both **challenges related to digital infrastructure** and a potential **need for additional support** in strengthening **analytical and reporting capacities**.



8.4. Involvement in Future Project Activities

In response to the question regarding the **willingness to test or provide feedback** on a tool for assessing the competencies of Ukrainian refugees, **all 28 respondents** provided an answer.

The distribution of responses is as follows:

- **4 respondents (14.3%)** indicated a **direct willingness to participate** ("Yes");
- **15 respondents (53.6%)** stated that their involvement **depends on time and capacity** ("Maybe / depends");
- **9 respondents (32.1%)** declared that they are **not interested** ("No").

These results indicate a **moderate openness** toward practical involvement in future project activities. Most organizations are **potentially willing to participate**, but with reservations related to **capacity and time availability**, reflecting existing **institutional constraints**.

8.5. Consent Regarding Data Use

At the end of the questionnaire, participating organizations were invited to express their **preference regarding the use of the contact information provided**, in accordance with **data protection principles (GDPR)**. This question referred to the possibility of including the organization in a **public list of interested actors**.

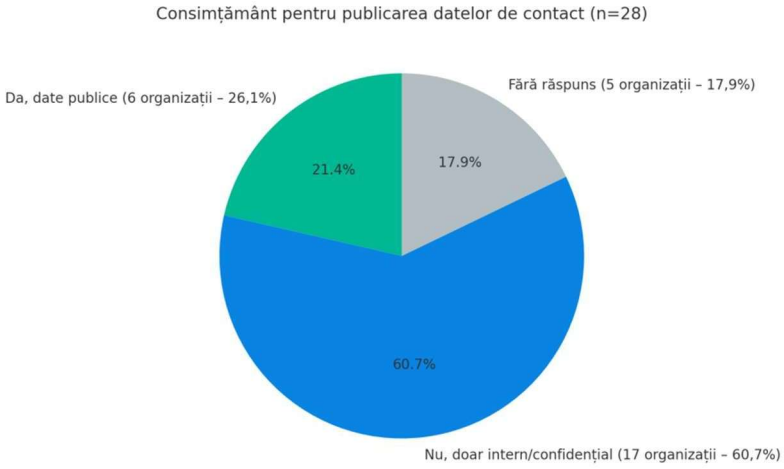
Respondents were also asked to indicate whether they **agree to the publication of their organization's contact information** in a list of relevant actors. This approach supports **transparency** and **compliance with GDPR principles**, while allowing the information to be used for **collaboration and research purposes**.

Of the **28 respondents**:

- **23 respondents (82.1%)** answered the question;
- **respondents (17.9%)** did not complete the section — possibly due to oversight or indecision at the time of completion.

Out of the **23 who responded**:

- **6 respondents (26.1%)** expressed **consent for their data to be made public**;
- **17 respondents (73.9%)** chose to have their data used **internally only, on a confidential basis**;
- **5 respondents (17.9%)** did not complete the section — possibly due to oversight or indecision at the time of completion.



9. Inclusion and Target Groups

9.1. Supported Groups

To understand the extent to which housing support is adapted to vulnerable categories of refugees, participating organizations were asked to indicate whether the services they provide target specific groups such as women with children, elderly persons, minorities, or persons with disabilities.

Out of the **28 respondents**, **26 (92.9%)** answered this question, while **2 respondents (7.1%)** did not provide any response.

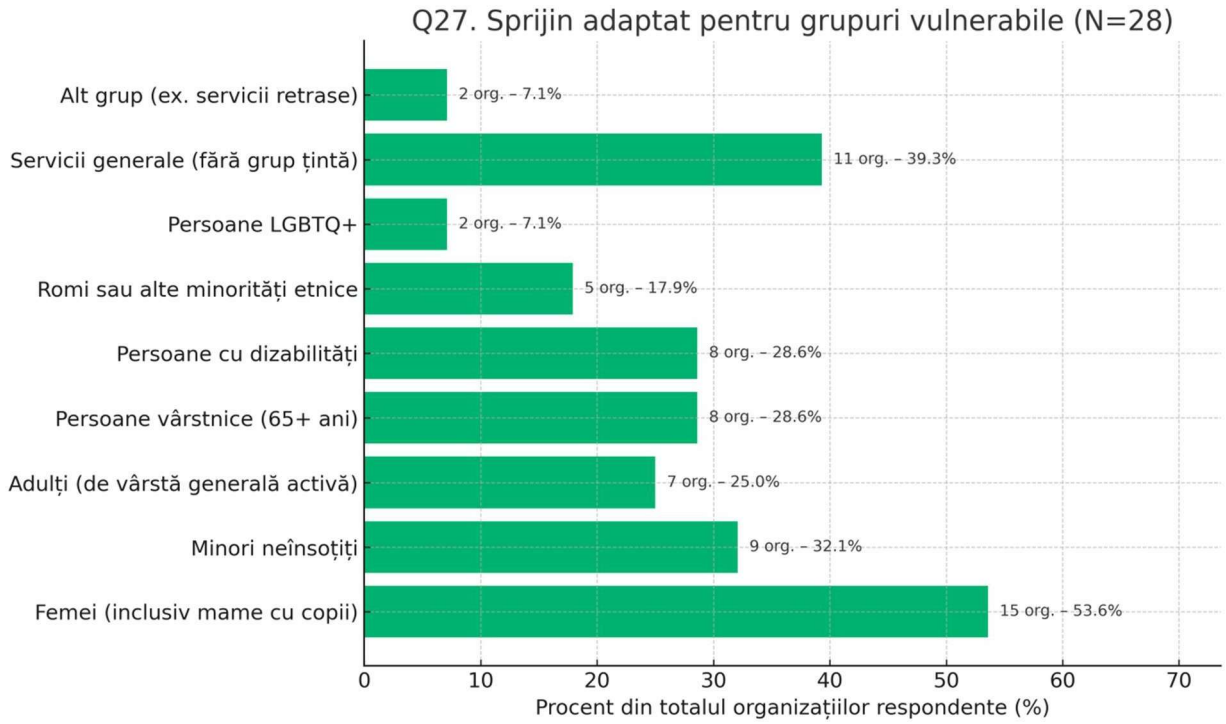
The distribution of valid responses is as follows:

- **15 respondents (53.6%)** stated that their organization provides adapted support for **women (including mothers with children)**;
- **11 respondents (39.3%)** indicated that their organization provides **general services**,

without an explicit focus on any particular target group;

- **9 respondents (32.1%)** mentioned that their organization offers services for **unaccompanied minors**;
- **8 respondents (28.6%)** stated that their organization supports **elderly persons (65+ years)**;
- **8 respondents (28.6%)** indicated that their organization provides services for **persons with disabilities**;
- **7 respondents (25%)** mentioned including **adults of working age** in their programs;
- **5 respondents (17.9%)** indicated support for **persons belonging to ethnic minorities** (including Roma);
- **2 respondents (7.1%)** reported support for **LGBTQ+ persons**;
- **2 respondents (7.1%)** indicated **other categories**, such as support provided in the past or temporarily suspended services.

These data indicate a **moderate orientation toward adapting services** according to specific vulnerabilities, with a stronger focus on **support for women and children**. At the same time, groups such as **LGBTQ+ persons** and **ethnic minorities** are **significantly less targeted** in current interventions.



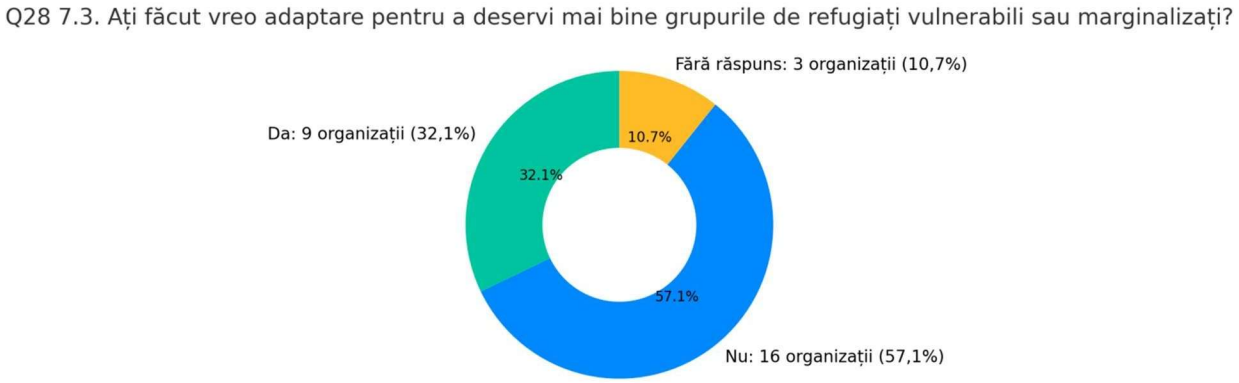
9.2. Adapted Services

Despite the declared focus on certain vulnerable groups, **9 out of 28 respondents (32.1%)** stated that they had implemented **specific adaptations**, while **16 respondents (57.1%)** reported **no such modifications**, and **3 respondents (10.7%)** did not provide any response.

The examples mentioned include:

- setting up appropriate sanitary facilities (e.g., constructing bathrooms);
- providing information and counseling services for the recognition of disability status;
- adapting housing units to the needs of families;
- establishing a center dedicated to families with children;
- signing cooperation agreements with NGOs;
- developing and distributing informational materials in the Ukrainian language.

This **discrepancy between the recognition of the importance of vulnerable groups and the actual implementation of adapted measures** highlights challenges related to **resources, institutional capacity, and operational frameworks**



10. Conclusions and Recommendations

The analysis of data collected through the **SMART UA questionnaire** (n = 28 respondents) provides a detailed overview of housing support for Ukrainian refugees in Romania. Although exploratory and not nationally representative, the results highlight **clear trends and major structural issues**.

10.1. Key Lessons from the Housing Support Mapping

- **Fragmentation and limited capacity** – Only one-third of respondents (9 out of 28) are actively involved in supporting access to housing. Most support is **short-term and ad hoc**, with **long-term housing solutions and legal assistance** remaining marginal.
- **Persistent structural barriers** – The **lack of available housing** and **high rental costs** are dominant problems (reported by over 80% of respondents). The absence of a **coordinated framework** and **bureaucratic hurdles** further aggravate the situation.
- **Uneven collaboration between actors** – Functional relationships exist with **local authorities and NGOs**, but collaboration with the **private sector** (landlords, companies) and **beneficiary organizations** is weak or non-existent.

- **Uneven digitalization** – Organizations use **heterogeneous digital tools**, mainly for operational tracking rather than strategic monitoring. The lack of **standard indicators** and a **shared database** limits effective planning.
- **Convergent needs** – **Housing funding** is the main declared priority, followed by **legal and policy guidance**, **staff training**, and **coordination mechanisms**. Some specific needs are also noted (e.g., **transport for children**, **medical service funding**).

10.2. Identified Obstacles and Gaps

- The current system is **fragmented**, with **limited resources and institutional capacity**. There is a clear gap between recognizing needs and being able to implement solutions.
- Some **vulnerable groups** (minorities, LGBTQ+ persons) are rarely targeted by specific adaptations, although **mothers with children** are a declared priority.
- **Interinstitutional collaboration** remains sporadic, lacking clear and predictable mechanisms at local or county level.

10.3. Perspectives for Future Engagement

Only **14% of respondents** declared immediate willingness to participate in future activities, while **53%** stated that participation would depend on **available time and resources**. This reflects **organizational strain** and the need for **incentives and additional support**.

10.4. Recommendations

Based on the findings, **coordinated and multisectoral interventions** are needed. Recommendations are structured into **short-, medium-, and long-term actions**, including **specific measures for different actor categories** and **directions for continuing the SMART UA project**.

10.5. Short-Term Strategic Actions (0–6 months)

1. **Rapid financial support** – Flexible funding lines for rent and related costs (guarantees, utilities) through simple mechanisms (vouchers, micro-grants). Include coverage of specific needs (child transport, food, medicines).
2. **Clarify the policy and legal framework** – Provide practical guides and model contracts for authorities and NGOs, plus a centralized legal advisory service.
3. **Local coordination mechanisms** – Establish functional interinstitutional groups in each county/municipality, with designated focal points and rapid communication channels.
4. **Basic case management tools** – A simple shared registry (Excel/Google Sheets) with minimum indicators (number of active cases, average placement time, housing retention after 3/6/12 months).

10.6. Medium-Term Strategic Actions (6–18 months)

5. **Social rental and guarantee program** – Create a local rent guarantee fund and incentive packages for landlords (fast payments, damage insurance, mediation support).
6. **Staff training** – Training on mediation with landlords, legal tools, case management, and integration of vulnerable groups. Facilitate inter-county exchanges of best practices.
7. **Standardization of digital tools** – Transition to a shared database with aggregated data and automatic reports. Integrate modules for strategic monitoring and reporting.
8. **Expand collaboration with other actors** – Engage the private sector, beneficiary organizations, and faith-based entities. Develop clear partnership protocols.

10.7. Long-Term Strategic Actions (18+ months)

9. **Portfolio of affordable housing** – Create a local stock of public and private housing available for refugees and vulnerable groups, including the renovation of underused spaces.
10. **Integrated and predictable policies** – Link housing support with employment and education. Ensure multiannual budget planning for flexible crisis responses.

10.8. Actor-Specific Actions

- **Local authorities** – Designate focal points, coordinate groups, manage rent funds, and incentivize landlords.
- **National ministries and agencies** – Provide legal guidance, standardize indicators, and facilitate access to public housing stock.
- **NGOs** – Expand social and legal services, pilot standardized case management tools, and document best practices.
- **Private sector and landlords** – Engage in social rental partnerships, list affordable housing, and collaborate with real estate agencies.
- **Donors and funders** – Prioritize flexible grants and finance pilots for digital coordination and training.
- **Community networks and faith-based groups** – Identify urgent cases, support mediation and translation, and involve beneficiaries in intervention planning.

10.9. Core Message

To effectively meet the needs of Ukrainian refugees, a **coherent and predictable housing support system** is required—one that combines:

- **flexible financing**,
- **clear coordination mechanisms**,
- **multisectoral partnerships**, and

- **digital monitoring tools**.

Implementing these measures would enable the transition from **ad hoc, reactive solutions** to **strategic, sustainable, and inclusive interventions** with a **real impact on refugee integration** within host communities.

11. Annexes

Annex 1 – List of Organizations that Gave Consent for Data Publication

Six of the 24 participating organizations gave their consent for data publication:

1. **Habitat for Humanity Romania (O07)**
    - Contact person: **Olaru Ana Maria**
    - County: **Bucharest**
    - City: **Bucharest**
    - Address: **Str. Naum Râmniceanu 45A, Sector 1, Bucharest**
    - Phone: **0765 212 808**
    - Email: **ana.olaru@habitat.ro**
    - Website: **www.habitat.ro**
    - Type of organization: **NGO**
    - Area of activity: **Bucharest**
    - Currently provides housing/support for housing: **No**
    - Number of Ukrainian refugees currently supported: **0**
    - Collaborates with other actors: **No**
    - Consent for data publication: **Yes**
2. **General Directorate of Social Assistance of Bucharest Municipality (O08)**
    - Contact person: **Mădălina Banu**
    - County: **Bucharest**
    - City: **Bucharest**
    - Address: **Str. Constantin Mille 10, Sector 1**
    - Phone: **021 314 23 15**
    - Email: **registratura@dgas.ro**
    - Website: **www.dgas.ro**
    - Type of organization: **Public authority**
    - Area of activity: **Bucharest Municipality**
    - Currently provides housing/support for housing: **No**
    - Number of Ukrainian refugees currently supported: **0**
    - Collaborates with other actors: **Yes** (local authority, religious organizations, NGOs)
    - Consent for data publication: **Yes**
3. **Social Assistance Directorate, Reșița City Hall (O13)**
    - Contact person: **Marcu Simona-Paunela**
    - County: **Caraș-Severin**
    - City: **Reșița**
    - Address: **Piața Republicii 44, Postal Code 320026**
    - Phone: **0734 984 622**

- Email: Paunela_sss@yahoo.com
- Type of organization: **Public authority**
- Area of activity: **Reșița Municipality**
- Currently provides housing/support for housing: **No**
- Collaborates with other actors: **No**
- Consent for data publication: **Yes**

4. **General Directorate of Social Assistance and Child Protection Suceava (O21)**
   - Contact person: **Nicoleta Daneliuc (spokesperson)**
   - County: **Suceava**
   - City: **Suceava**
   - Address: **Bulevardul George Enescu 16**
   - Phone: **0731 199 700**
   - Email: **daneliuc.niculina@dpcsv.ro**
   - Website: **Facebook page: Protectia Copilului Suceava**
   - Type of organization: **Public authority**
   - Area of activity: **Suceava County**
   - Currently provides housing/support for housing: **No**
   - Number of Ukrainian refugees currently supported: **0**
   - Collaborates with other actors: **No**
   - Consent for data publication: **Yes**
5. **General Directorate of Social Workand Child Protection Tulcea (O22)**
   - Contact person: **Micu Laura Lăcrămioara**
   - County: **Tulcea**
   - City: **Tulcea**
   - Address: **Str. Păcii 93**
   - Phone: **0240 516 466**
   - Email: **secretaria@tdgaspctl.ro**
   - Type of organization: **Public authority**
   - Area of activity: **Tulcea County**
   - Currently provides housing/support for housing: **No**
   - Number of Ukrainian refugees currently supported: **0**
   - Collaborates with other actors: **No**
   - Consent for data publication: **Yes**
6. **Rebenciuc Foundation (O24)**

- Contact persons: **Rebenciuc Elena (President), Popa Alina Elena (Director)**
- County: **Vâlcea**
- City: **Băile Olănești**
- Address: **Str. Forestierilor 12**
- Phone: **0758 596 426**
- Email: **alina.elena.popa1976iulie15@gmail.com**
- Type of organization: **NGO**
- Area of activity: **Băile Olănești, Ocnele Mari, Râmnicu Vâlcea**
- Currently provides housing/support for housing: **Yes** (temporary private housing, collective temporary shelter, long-term accommodation, legal assistance, financial aid, information services, social assistance/mentoring)
- Number of Ukrainian refugees currently supported: **501–750**
- Collaborates with other actors: **Yes** (local authorities)
- Consent for data publication: **Yes**

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