

Shelter Cluster Ukraine East Hub
Solid Fuel Monitoring Mission 23rd-31st March 2026
Self-Declared Vulnerabilities - UNHCR

Introduction

From the 23rd to the 31st March, the East Hub Shelter Cluster team conducted solid fuel monitoring visits to households who had declared that they had vulnerabilities (hereafter referred to as self-declared vulnerabilities) at the time of applying for assistance under the winter Resolution 985, which eventually received financial coverage from UNHCR. The visits covered one hromada in Dnipropetrovska oblast (Zelenodolska) and three hromadas in Zaporizka oblast (Stepnenska, Shyrokivska, and Zaporizka), including Zaporizhzhia city. In total, 14 households assisted by UNHCR were interviewed, along with representatives of local authorities in Shyrokivska hromada and the Velykodolynskiy starostat of Zelenodolska hromada.

The mission aimed to monitor the use of assistance and to gather additional insights into the implementation of support provided to households with self-declared vulnerabilities, including how this category was applied in practice at the local level.

Key informant interview findings

As part of the monitoring mission, the team also met with representatives of local authorities in order to gain additional perspective on how the winterization registration and outreach process had been conducted at local level, particularly in relation to households with self-declared vulnerabilities.

Velykodolynskiy starostat, Zelenodolska Hromada

In Velyka Dolyna, the team met with the person temporarily performing the functions of starosta. While not the main focal point for winterization assistance, the discussion provided insight into how outreach and household identification were carried out at local level.

Information on registration was primarily shared through Telegram, Facebook, and Zelenodolska hromada social media channels, with follow-up contact conducted by phone or in person after the adoption of the Resolution. Despite this, not all households were reached in time. According to the respondent, some newly arrived IDPs and local residents missed the initial registration due to limited awareness or delayed access to information, and were included during subsequent registration rounds or referred directly to organizations.

The identification of eligible households was also not fully straightforward in practice. While the hromada maintained partial data on households using gas and solid fuel, this required additional verification. In particular, some households that traditionally relied on gas had shifted to solid fuel due to cost or electricity outages, resulting in more mixed heating practices. This was also reflected in household interviews, where respondents often reported using both fuel types rather than relying on a single source.

In terms of implementation challenges, the interviewed local authority highlighted logistical constraints related to in-kind assistance. In some cases, briquettes were delivered only to the starostat office building, requiring households to arrange their own transportation to collect the solid fuel.¹

Shyroktivska hromada

According to key informants, preparation of beneficiary lists started in August, prior to the formal adoption of the Resolution. During this period, approximately 2,042 applications were collected within three weeks, with around one third of these cases not confirmed by the Pension Fund and therefore included under the self-declared vulnerability category. An additional registration round was conducted in October, during which approximately 40 further households were registered.

Following the adoption of the Resolution, households were informed through Viber groups, Facebook, and direct communication, including live online sessions. Household status and heating arrangements were reconfirmed in coordination with starostas, and in cases where information was not available, visits were conducted and supporting documentation was prepared.

At the same time, the process faced several practical constraints. One key issue concerned households residing in garden cooperatives² and other non-standard residential areas, where a significant number of IDPs are currently living. As these dwellings are not formally recognized as part of the residential housing stock under the Resolution, some households were not able to apply for assistance despite having clear winter-related needs.

¹ Following post-monitoring follow-up, it was possible to identify and liaise with the organization in question. It was clarified that the project budget did not include costs for the delivery of solid fuel. This condition was communicated to beneficiaries during registration, including the requirement for households to arrange transportation from the starosta office to their homes. No households reportedly withdrew from registration on this basis. However, post-distribution feedback indicated some level of dissatisfaction, particularly in comparison with other organizations in the same hromada that provided delivery support.

² In the Ukrainian context, garden cooperatives (commonly referred to as “dacha” areas) are residential areas consisting of small summer houses on individual plots, originally intended for seasonal use but now often inhabited year-round, and not always formally recognized as part of the residential housing stock.

Another constraint related to households with unconfirmed vulnerabilities includes persons with disabilities not reflected in official systems. In such cases, individuals were often required to approach the relevant authorities themselves, including the Pension Fund, to attempt to regularize their status.

Operationally, the process was further affected by limited feedback after beneficiary lists were submitted to oblast level. Local authorities reported that they were not consistently informed which households had been selected, which had not, or which organizations were implementing assistance. This created confusion at local level and made it more difficult to communicate clearly with residents.

Despite these challenges, the informants did not report significant tensions related to the assistance process. Households that did not meet the criteria generally did not raise complaints, although some confusion remained regarding the roles of different organizations involved.

In terms of broader needs, the informants highlighted the continued presence of a large IDP population in the hromada, as well as ongoing arrivals from evacuation areas, placing additional pressure on the already limited housing stock.

Household profile and vulnerability category

All interviewed households were headed by women and were predominantly composed of older persons. Out of the 14 interviewed households, 11 respondents identified pensioner status as the main reason why they believed they had been selected for assistance. One additional household reported that there was a pensioner in the household.

Four respondents also reported serious health issues affecting either themselves or a household member. However, only one of these cases involved officially recognized disability status. In the remaining cases, respondents explained that disability status had not been obtained due to financial constraints or the complexity of administrative procedures. During the interviews, two additional households also mentioned medical issues such as reduced mobility. One household identified their criteria as a single-mother household.

Overall, most interviewed beneficiaries demonstrated a general understanding of why they had been selected for assistance. In most cases, respondents referred to their own status or vulnerability characteristics in a way that broadly corresponded to the eligibility criteria set out in the Resolution.

One of the respondents interviewed as part of the household-level (beneficiary) analysis was a representative of the local authorities who had also received assistance as a beneficiary. The interview was nevertheless included in the analysis, as the information provided was

consistent with observations from other households, and the respondent was not the primary focal point for winterization activities in the hromada.

Government support for solid fuel

Three interviewed households in Zaporizhzhia city reported that they had received firewood from city through the district executive committee. In addition, one household that could not be interviewed in person due to time constraints confirmed this information by phone during a follow-up call following the main set of interviews. According to the respondents, households received from 2 to 3 cubic meters of wood under this program. This information had not previously been reported to the Cluster either via the City Council or the Oblast Administration.

Regarding state subsidies for solid fuel, only 6 interviewed households provided responses. Of these, 5 reported that they did not receive any such subsidy, most commonly due to lack of awareness of the programme or uncertainty about the application process. One respondent noted that she was not eligible due to utility debt.

The only respondent who reported receiving a state subsidy did not have a stove for solid fuel heating. However, the respondent stated that the subsidy was insufficient. According to them, total gas costs during the heating season amount to around UAH 5,000 per month. The house is approximately 112 square meters, is not additionally insulated, and cannot be heated selectively by room. As a result, total heating costs for the season may reach up to UAH 30,000.

Information sharing, awareness, and accountability

The initial level of information-sharing varied by location and largely depended on local authorities and their communication practices.



Figure 1. Firewood provided to a beneficiary household by local authorities

A key observation is the strong reliance on social media, particularly Telegram channels, as the main communication tool at local level. Many hromadas and starostats use these channels extensively, and 6 interviewed households identified them as their primary source of information on humanitarian assistance, including announcements related to this programme.

An example of this can be seen in Zelenodolska hromada, where the initial announcement for registration under Resolution 985 was posted on 23 July 2025 (see **Annex 1** and **2**). (It was not possible to review communication at the starostat level, as the relevant channels could not be identified). Based on the reviewed channel, information appears to have been shared consistently, including announcements on registration for assistance by different organizations, as well as related eligibility criteria and application details.

Nevertheless, the findings suggest that a discrepancy may have occurred in relation to what beneficiaries referred to as an additional “registration round” in January. It is important to note that this reference is based solely on beneficiary accounts, as no Resolution 985-related registration activities were conducted during this period, following the additional registration round completed in October.

According to a local authority key informant in Velyka Dolyna (who was not the primary focal point for winterization activities at the starostat level), households referring to this January “registration” were meant to receive cash assistance for utilities from another organization. While registration activities by other actors during this period were later confirmed (including during the bilateral follow-up with the organization³ and through local hromada Telegram channels), the reference to “registration” in this context reflects beneficiary understanding and may have contributed to confusion regarding the source and purpose of assistance.

This is further reflected in the interview findings. All interviewed households in Velyka Dolyna reported having access to gas, with only one household reporting solid fuel as the primary heating source. Two households reported using a combination of gas and solid fuel, one household both preferred and used gas, and one household did not have a solid fuel stove at all. In addition, not all households demonstrated a clear understanding of the intended

³ Following liaison with the organization as part of post-mission follow-up, it was confirmed that in Velyka Dolyna 33 households were registered in January for the cash for utilities programme, with one case of duplication identified and removed through RAIS+. Registration was primarily focused on Zelenodolsk city; however, residents of other locations, including Velyka Dolyna, were selected based on the criterion that they were not enrolled in solid fuel assistance programmes. Registration was conducted based on lists provided by local authorities at the hromada level, with additional verification reportedly carried out through direct contact with starostats where needed.

Therefore, while it is not possible to determine precisely at which stage the issue occurred, the available information suggests two possible explanations. Either discrepancies may have arisen at the level of the hromada (e.g. during manual consolidation of beneficiary lists), or some households may have been included in the UNHCR assistance process due to misclassification of their primary heating source, leading to the assumption that they were eligible for solid fuel assistance.

purpose of the assistance. A similar misunderstanding was observed in Natalivka, where one household described assistance received from UNHCR as cash support for utilities.

At the same time, while many respondents reported relying on social media for information, this channel does not reach all population groups equally. As noted by key informants in Shyroktivska hromada, some residents—particularly older individuals—may have limited access to or familiarity with digital communication tools, which can affect their awareness of available assistance.

In addition to social media channels, information was also disseminated through local-level intermediaries. In Zaporizhzhia city, all interviewed households reported learning about the registration through their neighbourhood committee representative. Among the remaining respondents, information was mainly received directly from local authorities, who contacted them by phone to invite them to register.

In terms of direct communication with beneficiaries, the findings indicate that while some households were contacted by the assistance provider, this did not consistently translate into a clear understanding of who was providing the assistance or how to contact the organization.

In Velyka Dolyna, four out of five households reported receiving follow-up contact, either through phone calls or SMS notifications. Among these four households, one did not know the name of the organization or how to contact it. The fifth household reported not receiving any communication and was also unaware of how to contact the organization.

In Natalivka, two out of two households reported receiving a confirmation call. One respondent was able to contact the hotline independently, while the second did not know the name of the organization or how to reach it.

In Shyroktivska hromada, three out of three households were not aware of the name of the organization, the hotline, or any other contact channel. One respondent reported contacting the wrong organization to clarify the status of assistance, which led to a negative interaction with local authorities.

In Zaporizhzhia city, among the households that provided information on this issue, one respondent recalled being contacted by the organization, while two respondents reported that they had not been contacted directly. In all cases, respondents stated that they did not know how to contact the organization themselves.

Overall, the findings point to a consistent pattern: even among households that clearly recalled being contacted by the assistance provider, knowledge of the organization's name, hotline, or other feedback and communication channels remained limited. This indicates that while outbound communication took place in a number of cases, it did not translate into effective two-way communication or sufficient awareness of available accountability mechanisms.

In addition, beneficiaries' awareness appears to be strongly influenced by communication at the local level, including by local authorities and community representatives. As reflected in several cases, some beneficiaries attempted to contact the assistance provider directly, but with mixed results. In certain instances, local-level communication not only failed to support this process, but may also have discouraged direct contact with the organization. This highlights the importance of maintaining direct communication with beneficiaries, while ensuring that clear and consistent information on the responsible organization, available contact channels, and beneficiaries' right to seek clarification or provide feedback is communicated across all administrative levels involved.

Timelines

Based on the interviews, households reported registering for assistance between August and October 2025, with some cases involving repeated registration.

- In Velyka Dolyna, 3 households reported registering in August 2025. An additional 2 households indicated that they had initially approached registration in August, but their cases were not completed successfully and were later reconsidered following a new announcement in January 2026. In one case, the respondent did not submit documents during the initial registration after being informed that only in-kind assistance would be provided, which was not suitable for her household. She later applied during the second registration round. Another household reported that the initial application had been unsuccessful and resulted in a refusal, while the subsequent registration was successful.

In terms of assistance timelines in Velyka Dolyna, the 2 households registered in August reported receiving assistance at the beginning of January 2026, while the 3 households registered in January received assistance shortly after registration, either at the end of January or the beginning of February.

- In Natalivka, 2 households reported registering in August and October 2025 respectively, and both reported receiving assistance in December 2025.
- In Shyrokivska hromada, 3 households reported registering in August 2025 and receiving assistance in December, shortly before the New Year.
- In Zaporizhzhia city, 3 households reported registering in August 2025 and 1 household in October 2025. In terms of assistance timelines, 1 household reported receiving assistance in October, while the remaining 3 households reported receiving assistance in December 2025.

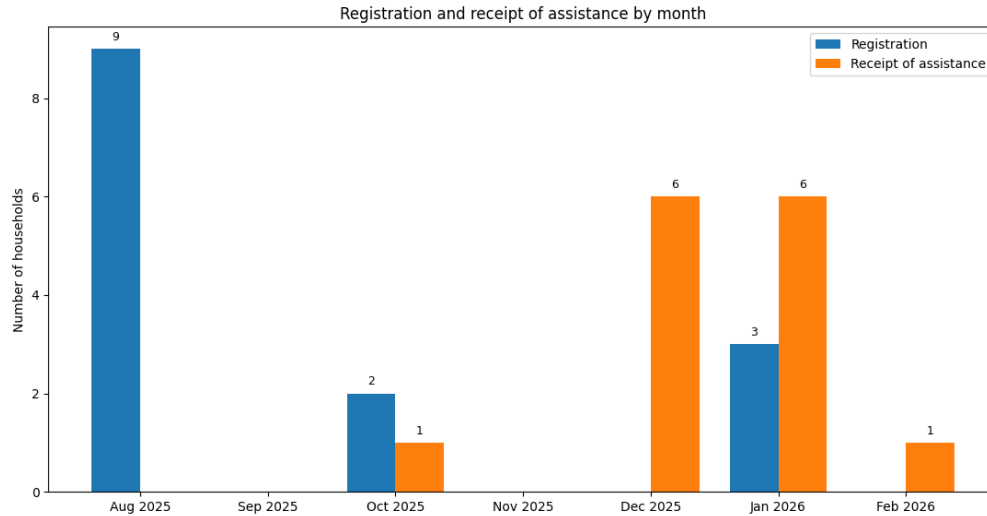


Figure 2. Timeline of registration and assistance receipt

Application documentation requirements

When describing the application process, households referred to a basic set of documents, including a passport, tax identification number, and documents confirming vulnerability status, such as a pension certificate or medical records.

In addition, some households reported being asked to provide confirmation that the household relies on solid fuel as its primary source of heating. This requirement was mentioned by 1 household in Natalivka, 1 household in Mykolai-Pole, and at least 3 households in Zaporizhzhia city.

This requirement was not reported by households in Pryvitne; however, this may be explained by the fact that the village is not gasified, and reliance on solid fuel is therefore assumed rather than formally verified.

Use of assistance and expenditure patterns

All interviewed households reported receiving cash assistance in the amount of UAH 19,400. In most cases, respondents indicated that this amount corresponded to what had been communicated during registration. However, 2 households in Zaporizhzhia city recalled expecting assistance of UAH 10,000, which may indicate inconsistencies in communication or overlap with other assistance programmes (e.g. MPCA).

Based on reported expenditure patterns, the assistance was used both for the purchase of solid fuel and for covering other winter-related expenses. In several cases, funds were not

used exclusively for fuel, but were distributed across fuel, utility payments, and other essential needs.

Based on household-level responses:

- 11 households reported spending part of the assistance on solid fuel
- 6 households used part of the assistance for utilities
- 8 households purchased firewood
- 4 households purchased coal
- 1 household purchased wood briquettes/pellets
- 3 households saved part of the assistance
- 1 household used part of the assistance to purchase a battery power unit for a gas pipe
- 1 household indicated plans to use remaining funds to purchase a gas stove
- 1 household used part of the assistance to purchase poultry feed

Overall, the most common use of the assistance was the purchase of solid fuel, particularly firewood and coal. At the same time, a significant share of households used the funds to cover utility costs, including gas and electricity. This indicates that cash assistance enabled households to adapt spending to their actual heating arrangements, which were often mixed, rather than limited to a single fuel type.



Figure 3. Coal purchased by a beneficiary household

Indicative prices and quantities of fuel

Location	Fuel type	Quantity	Unit price	Total cost
Velyka Dolyna	Coal + firewood	15 bags (25 kg) + 2 m ³	UAH 475/bag – coal; firewood – n/a	UAH 7,125 (coal)
Velyka Dolyna	Firewood	5–6 m ³	UAH 19400	UAH 19400
Velyka Dolyna	Firewood	6–7 m ³	~UAH 1,700–2,000/m ³	UAH 12,000
Natalivka	Firewood	4 m ³	UAH 2,000/m ³	UAH 8,000
Natalivka	Gas	—	—	~UAH 5,000/month
Zaporizhzhia	Briquettes/pellets + plans to purchase coal	9 bags of briquettes; 12 bags of coal (PLANNED)	UAH 399/bag – briquettes/pallets; UAH 500/bag – coal (PLANNED)	UAH 3591 + UAH 6000 (PLANNED)
Zaporizhzhia	Coal	30 bags	~UAH 333/bag	UAH 10,000
Zaporizhzhia	Coal	30 bags (30 kg)	UAH 300–400/bag	—

Table 1. Indicative fuel prices and quantities by location

The data on prices and quantities is indicative and based on a limited number of household responses. It should also be noted that several respondents were not able to clearly recall or specify the quantities purchased, unit prices, or details such as whether firewood was delivered stacked or loose. This may affect the accuracy of reported figures and suggests that households may have limited visibility over the terms of purchase. In such contexts, there is a potential risk that less transparent or informal market practices which may create conditions for non-transparent practices, including inconsistent pricing or quantities.

However, several patterns can be observed. Most reported firewood prices in hromadas fell around UAH 1,700–2,000 per m³, although one reported case was substantially higher, at approximately UAH 3,233–3,880 per m³. with additional costs for delivery and cutting. Coal in Zaporizhzhia city was reported at around UAH 300–500 per bag, depending on timing and supplier.

Fuel access, delivery, and associated costs

Delivery costs varied significantly by location. In Zaporizhzhia city, reported delivery costs were relatively low: 1 household reported paying UAH 290, while 2 households reported

paying UAH 500 per delivery, resulting in an approximate average of UAH 430 among cases where specific amounts were provided.

In hromadas, delivery costs were generally reported as being around or above UAH 1,000. In one case from Velyka Dolyna, a respondent reported that neighbours coordinated purchases, and the household representative travelled twice to Apostolove to collect the materials.

Overall, delivery appears more accessible and less costly in urban areas, while households in rural hromadas may face higher costs and additional logistical constraints.

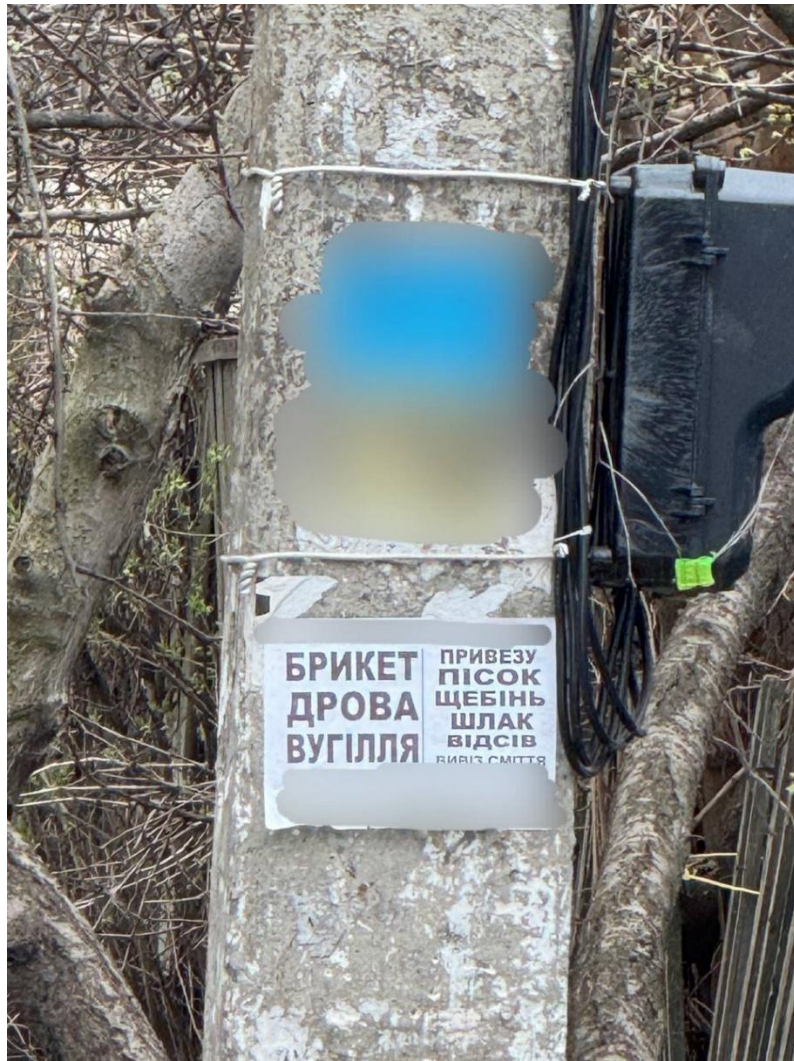


Figure 4. Advertisement for solid fuel near a beneficiary household in Zaporizhzhia city

A notable finding relates to the type of firewood purchased. Among the 6 households that reported purchasing wood, only 1 household clearly reported buying pre-cut wood. The remaining households purchased uncut wood, which required them either to cut it themselves or arrange additional support. This resulted in additional costs and practical challenges. In one case, a household reported paying UAH 4,000 for cutting services alone.

Market access also differed by location. In Zaporizhzhia city, households generally purchased fuel from local suppliers or construction supply stores, with multiple options available and visible advertisements. In contrast, households in hromadas reported more limited and less formalized access. In addition,

2 households indicated that the firewood they had purchased may have been sourced informally.

Heating practices and preferred assistance modality

The reported heating arrangements indicate that beneficiary households are not a uniform group.

Out of 14 interviewed households:

- 2 households reported having no solid fuel stove and relying only on gas
- 5 households reported having no gas supply and relying primarily on solid fuel
- the remaining 7 households had access to both gas and solid fuel

Among the 7 households with access to both:

- 2 households reported preferring gas as their main source of heating
- 1 household reported that gas was available but not used
- 4 households reported using both gas and solid fuel

This highlights that household heating strategies are often mixed and shaped by infrastructure, affordability, and practical constraints.

Among the households that responded to the question regarding the preferred assistance modality:

- 6 households stated that cash assistance was the more convenient modality
- 3 households indicated that in-kind assistance would also be acceptable

The preference for cash was mainly explained by its flexibility. Respondents noted that it allowed them to choose the most suitable fuel type, combine spending on fuel and utilities, and cover other urgent needs.

Households that considered in-kind assistance acceptable emphasized that this would depend on the quality and type of fuel provided. Several respondents referred to previous cases where assistance did not match their needs or was of insufficient quality.

Coping strategies and adequacy of assistance

The timing of assistance delivery was a key factor influencing how households used the support. As noted earlier, many households received cash well after the start of the heating season. By the time of the interviews in late March, some households reported that the assistance had already been fully spent and that no fuel remained.

Households described a range of coping strategies used before or after receiving assistance, including:

- relying on fuel left over from the previous year
- using self-collected wood or other materials
- purchasing part of the fuel in advance, before assistance was delivered
- borrowing wood in autumn and repaying the cost later, once assistance was received

- relying more heavily on gas or electricity
- reducing overall heating use
- heating only one room, while leaving other areas colder
- wearing warmer clothing indoors
- heating mainly during nighttime once temperatures became milder in March

At least 3 households reported having some form of pre-existing firewood stock or independently sourced materials, although not all of these cases necessarily reflected distress. At the same time, several households described behaviour that can be considered coping-related, particularly where they had to restrict heating or rely on less preferred energy sources.

Overall, the findings suggest that while the assistance was useful, delayed delivery reduced its effectiveness for some households, especially those that had already incurred heating expenses earlier in the winter or relied on interim coping strategies.

Although data on dwelling size is limited, the available interviews suggest a potential trend. Households reporting living spaces of approximately over 50 square meters more frequently indicated that the assistance or purchased fuel was not sufficient for the full winter season, and that additional heating costs remained significant.

This observation should be treated as indicative rather than conclusive, given the limited number of cases.

Duplication of assistance and related concerns

One interviewed household in Natalivka reported that, to their knowledge, some households in the area had registered both for firewood and for cash assistance. According to the respondent, more than 10 people across Natalivka and Stepne within the same hromada had reportedly received both money and in-kind solid fuel.

This information was cross-checked against RAIS+. The review confirmed that duplication had occurred in the hromada; however, no duplication was identified specifically in Natalivka, and the verified scale differed from the initial perception. According to the data, 5 households were identified as having received assistance twice, through UNHCR and ERC. The duplication concerned cash assistance received under two different programmes (winter energy and cash for utilities).

This discrepancy suggests that community perceptions of duplication may not fully correspond to the actual modality or scale of overlap, but still reflect broader concerns regarding fairness of assistance distribution. Even where details differ, such perceptions may contribute to tensions at community level.

The identified overlap appears to be linked to possible inconsistencies in the application of filtering parameters across cases during the deduplication of beneficiary data in RAIS+.

particularly in relation to the selection of relevant assistance categories (cash for utilities and winter energy), the application of the correct implementation period (01.05.2025–30.04.2026), and the verification of data across all household members.

Challenges in communication with local authorities

2 households reported negative interactions with local authority representatives in different locations.

In one case, a respondent described an unpleasant interaction after contacting the wrong organization to check the status of assistance, as she had not been aware which organization was responsible.

In another case, a respondent reported a negative experience during registration when inquiring about the possibility of receiving assistance in cash, as the household did not use a solid fuel stove and required support to cover gas-related costs.

Other issues affecting heating

Several interviewed households, particularly those relying on gas for heating, reported that electricity outages created additional challenges. During power cuts, gas pumps could not function, resulting in interruptions to heating.

One household reported purchasing a power bank for the gas pump in order to maintain heating during outages.

Other programmes and related shelter needs

In Velyka Dolyna, 3 out of 5 interviewed households reported that their houses had been damaged by strikes. 2 households referred to damage sustained in 2022, when Russian troops were located close to the hromada. In both cases, the damage was limited and repairs had already been completed in 2022 and 2023 respectively. Another household in Velyka Dolyna reported damage caused by a strike in January 2026 and confirmed that compensation had been received through the eVidnovlennia programme currently functioning in the hromada.

In Natalivka, 1 interviewed household reported that their home had been affected by shelling in August 2025, which they believed had targeted a nearby ammunition warehouse. According to the respondent, a person from a neighbouring household was killed as a result. The household received compensation through the eVidnovlennia programme, but reported that it was not sufficient to cover all damages, with remaining needs primarily related to non-

thermal envelope components. In addition, the household received UAH 10,000 from the hromada immediately after the incident, which was also described as insufficient.

It was also noted in Velyka Dolyna that 1 household reported a long-term medical condition linked to the hostilities. However, the respondent had not applied for disability status due to time and financial constraints.



Recommendations

Recommendation	To Whom
<p>Review the eligibility criteria under the Resolution prior to the next Winter season</p> <p>Consider whether the current approach adequately captures households with significant winter needs that may fall outside or between formal categories, including some households with unconfirmed vulnerabilities and those living in non-standard residential settings such as garden cooperatives.</p>	<p>Shelter Cluster and UNHCR as Cluster Lead Agency</p>
<p>Strengthen coordination with the Pension Fund on vulnerability verification</p> <p>The current verification approach appears to leave gaps, particularly where eligibility categories under the Resolution do not fully align with subsidy-based records. Closer coordination is needed to ensure that vulnerable households are not excluded due to technical or procedural mismatches.</p>	<p>Shelter Cluster in collaboration with the Ministry of Social Policy to strengthen the monitoring mechanisms in the Resolution</p>
<p>Despite some observed relevance of having the same cash transfer value for solid fuel and utilities due to shifting heating practices, ensure that authorities and organizations maintain heating-based vulnerabilities in their selection of households and activities</p> <p>Findings from the monitoring indicate that the distinction between cash for utilities and cash for solid fuel does not always align with the realities of household heating practices, which are often mixed and may change during the winter season. While having the same transfer value for solid fuel and utilities supported these households, it could lead to a selection bias of households having access to functional utilities to the detriment of more vulnerable households in harder to access more heavily war impacted areas not having solid fuel.</p>	<p>Shelter Cluster Winterization TWIG</p>
<p>Further assess how heating type is verified in practice</p> <p>The monitoring suggests that household heating arrangements are often mixed and may change depending on cost, availability, or electricity outages. Verification approaches should better</p>	<p>Partners, Local authorities</p>

reflect actual household practice rather than relying only on formal or fixed assumptions about one primary heating source.	
<p>Improve direct communication with beneficiaries</p> <p>Even where households were contacted by the organization, many respondents still did not know the name of the provider or how to contact it back. Organizations should ensure that beneficiaries are clearly informed of who is providing assistance, when to expect assistance, how to reach the organization, and how to seek clarification or provide feedback.</p>	Partners
<p>Promote consistent communication across all administrative levels</p> <p>As local authorities and community representatives play a central role in outreach, key information on the programme, responsible organizations, and beneficiary rights should be communicated consistently at hromada, starostat, and community level.</p>	Partners, Local authorities, Oblast-level authorities
<p>Support beneficiaries with clearer information on solid fuel use and purchasing</p> <p>Beneficiaries may benefit from simple practical guidance on fuel types, measurement units, pricing, delivery, and related costs, as interviews showed that some households had limited understanding of what exactly they had purchased or how to assess value for money.</p>	National Cluster/TWIG to develop, partners to disseminate
<p>Ensure timely delivery of winter assistance</p> <p>Late receipt of assistance reduced its effectiveness for some households, many of whom had already relied on coping strategies or alternative sources of heating by the time support arrived.</p>	Partners
<p>Consider the link between electricity supply and heating vulnerability</p> <p>For some households, especially those relying on gas-based systems, electricity outages directly affected access to heating. Winter support analysis should therefore take into account the dependence of some heating systems on electricity, as well as the capacity of households to switch to alternative heating systems as a contingency during outages.</p>	Partners, TWIG
<p>Strengthen feedback loops with local authorities after list submission</p> <p>Where local authorities are involved in registration or list preparation, they should receive clearer information on the status of submitted lists and the organizations working with them, in order to reduce confusion and improve communication with residents.</p>	Partners, Oblast-level authorities

<p>Strengthen coordination with partners on RAIS+ use and deduplication practices</p> <p>Strengthening coordination with partners on the correct use of the RAIS+ system would help reduce overlap between programmes.</p>	<p>National Cluster, IM team</p>
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Annexes

 <p>Zelenodolska announcement - UKR.</p>	<p>Annex 1 – Zelenodolska Hromada social media solid fuel registration announcement – UKR original</p>
 <p>Zelenodolska announcement - ENG</p>	<p>Annex 2 – Zelenodolska Hromada social media solid fuel registration announcement – ENG translation</p>