



Factsheet 2026-6a

Developments in the housing situation and housing experience of Ukrainian refugees

Results from longitudinal survey research

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Summary

- A large proportion of Ukrainian refugees remain dependent on municipal reception centers (69%), while satisfaction with these centers has declined compared to 2023.
- Just as in 2023, the majority of residents in municipal reception centers want to move (57%), preferably to independent housing.
- Municipal reception centers have become slightly larger. Resident satisfaction is significantly lower in larger reception centers, as well as in those with fewer private facilities.
- Nearly 3 in 10 Ukrainian refugees sometimes feel unsafe in municipal reception centers. The proportion who sometimes feel unsafe is higher in larger reception centers and in reception centers with fewer private facilities.
- The most common causes of feeling unsafe are noise disturbances, alcohol and drug abuse, and verbal abuse.

Developments in the housing situation

Ukrainian refugees who fled to the Netherlands starting in 2022 have now been living here for nearly four years. Municipal reception centers were set up to accommodate them, but some refugees also lived independently or with host families. Two years ago, we assessed the housing situation of Ukrainian refugees, their satisfaction with housing situation, and their experiences with other housing-related issues. In this factsheet, we present the developments that have taken place since then in the last two years.

Box 1 Methodological justification

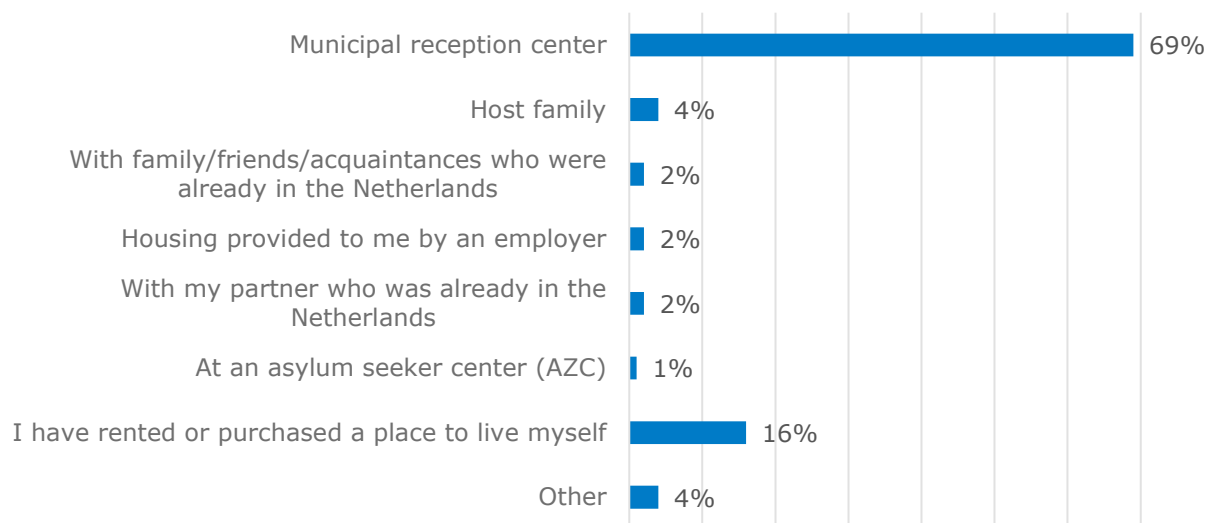
The figures in this factsheet are based on a representative sample of Ukrainian refugees who settled in the Netherlands between February 24, 2022, and July 1, 2023. A large portion of this group was surveyed again in 2025. In this factsheet, we examine how their housing situation and satisfaction changed between 2023 and 2025 for the group that was still in the Netherlands in 2025. We focus on the key figures; for more detailed figures and further information on the methodology, please

refer to Appendix B1. When we refer in this factsheet to differences between groups or over time, these are statistically significant differences.

Still a large dependence on municipal reception centers

The Netherlands has hundreds of municipal reception centers for Ukrainian refugees scattered throughout the country. In 2023, the majority of Ukrainian refugees lived in these municipal reception centers (67%). This remains unchanged; in 2025, we also see that the majority of refugees are staying in these centers (see Figure 1). What has changed compared to 2023 is that in 2025, fewer Ukrainians are living with host families (8% in 2023 and 4% in 2025) or with family, friends, or acquaintances who were already in the Netherlands before the war (5% in 2023 and 2% in 2025). The proportion living independently, on the other hand, has increased, from 10% in 2023 to 16% in 2025. Informal forms of housing thus appear to be declining, and what remains consists largely of housing in either municipal centers or independently.

Figure 1 The housing situation in 2025



Larger municipal reception centers and more private facilities

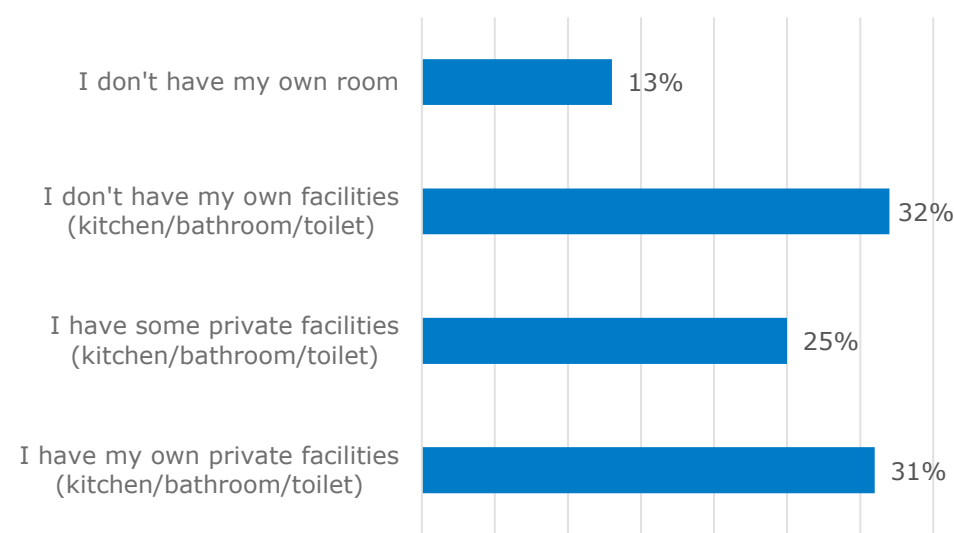
Not every municipal reception center is the same; for example, there are large-scale centers with more than 100 beds, as well as smaller centers with fewer beds. In 2023,

approximately half of the Ukrainian refugees in municipal reception centers reported living in locations with at least 100 people (50%). By 2025, this figure had risen to 58%. The degree of private facilities at municipal reception centers also appears to have increased

somewhat. For example, the proportion of reception centers with fully private facilities rose from 24% in 2023 to 31% in 2025 (see Figure 2). In addition, we examined the

proportion of Ukrainian refugees in municipal reception centers who have the opportunity to cook for themselves; 92% of the people reported having this opportunity.

Figure 2 The degree of private facilities in 2025



The wish to move has remained largely unchanged

Just as in 2023, a majority (about 57%) want to move in 2025. And just as in 2023, in almost all cases in 2025, this involves the desire to move into an independent home.

Developments in housing satisfaction

Satisfaction has decreased in municipal reception centers

Residents' satisfaction has declined among Ukrainians staying in municipal reception centers. In 2023, they gave their stay there an average satisfaction score of 7.8 out of 10; by 2025, this had dropped to 7.2. We place particular emphasis on this trend, while the absolute score is less straightforward to interpret. Possible social desirability may play a role here. A large proportion of the participants in this study were interviewed at the municipal reception centers. In focus groups, researchers noted that respondents were reluctant to voice criticism about their living situation, especially when the interview took place at the reception center. As a result, the measured satisfaction

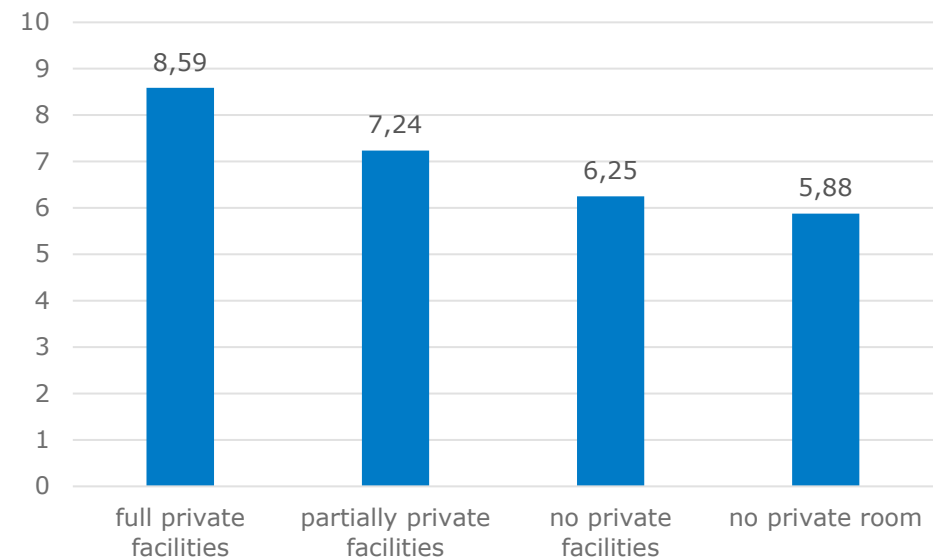
may be higher than the actual level of satisfaction experienced. We therefore focus our interpretation on differences (such as 2025 compared to 2023, in this case) and make no statements about the meaning or interpretation of the absolute figure.

Satisfaction is much lower in larger locations and locations with fewer private facilities

There is considerable variation in satisfaction with housing in municipal reception centers. For example, satisfaction is significantly lower at larger centers. In 2025, the satisfaction score was 8.5 in centers with fewer than 10 people, 7.5 in centers with 10–50 people, 7.3 in centers with 50–100 people, and 6.9 in centers with at least 100 people.

Figure 3 shows that housing satisfaction in 2025 is also significantly lower when residents have fewer private facilities. The difference between residents who have full private facilities (a satisfaction score of 8.6) and those who do not even have their own room (a satisfaction score of 5.9) is particularly large.

Figure 3 Housing satisfaction in municipal reception centers, broken down by levels of private facilities



The majority is satisfied with the location managers

Key persons at municipal reception centers are the location managers; they are responsible for the day-to-day operations of the location. Ukrainians are generally satisfied with the location managers, but social desirability may

also play a role here. About 64% are satisfied or very satisfied with the location managers, 25% are neither satisfied nor dissatisfied, and 11% are dissatisfied or very dissatisfied. Figure 4 shows that the majority feel they are being heard and treated fairly and with respect by the location managers.

Figure 4 Experiences with location managers



Perceived safety in municipal reception centers

Nearly 3 in 10 people feel unsafe sometimes at municipal reception centers

In 2025, 28% of Ukrainians in municipal reception centers sometimes feel unsafe there. When we ask them how often they feel unsafe, 19% say often, 39% say sometimes, 36% say rarely, and 6% decline to answer. The percentage of people who sometimes feel unsafe is higher among younger people (34% among those aged 15–24, 29% among those aged 25–44, 24% among those aged 45–64, and 15% among those aged 65 and older).

Perceived safety is lower in larger locations and locations with fewer private facilities

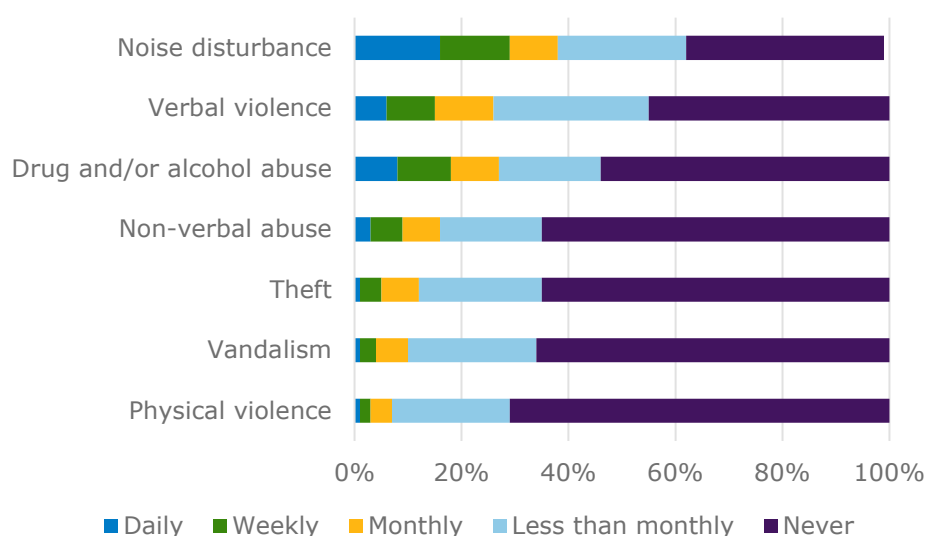
The perceived safety is also related to the size of the municipal reception center and the degree of private facilities. In larger centers, more residents feel unsafe sometimes (20% in

centers with fewer than 10 people, 25% in centers with 10–50 people, 28% in centers with 50–100 people, and 30% in centers with at least 100 people). The percentage of people who feel unsafe is also higher among those with fewer private facilities (20% among people with full private facilities, 27% among those with partial private facilities, and approximately 35% among those with no private facilities or no private room).

Noise disturbance, drug and alcohol abuse, and verbal abuse are common complaints

Figure 5 shows how often various situations involving unsafety occur at municipal reception centers. We see that noise disturbances, drug and alcohol abuse, and verbal abuse are the most common (55% have experienced verbal abuse at some point, 46% have experienced drug and alcohol abuse, and 63% have experienced noise disturbances).

Figure 5 Perceived situations involving unsafety at municipal reception centers



With longer stays in municipal reception centers, there is a large need for private rooms and facilities

We asked residents of municipal reception centers what they would need if they had to stay at these locations for an extended period. This question was deliberately phrased open-endedly, without providing any predefined answer options. By far the most common response concerns the need for a private room - either for the interviewee themselves or for their children. This is considered very

important for privacy, as well as for the children's learning and studying. The next most frequently mentioned response is having private facilities, such as a private kitchen or bathroom. Several respondents mention that it is practically difficult to share the communal kitchen or showers with other residents. Appliances are also frequently cited as a problem, such as washing machines and dishwashers. These are sometimes broken and often have to be shared with many other residents. Another need that we see repeatedly

is the ability to receive visitors, which is not permitted in all centers or is only allowed at specific times. Finally, some respondents mention that they need a clean environment, find it difficult to have to check in regularly, and are bothered by other residents who smoke, drink, or argue.

Policy recommendations

Due to the ongoing war in Ukraine and the persistent housing shortage in the Netherlands, it is clear that a large proportion of Ukrainians will continue to rely on municipal reception centers in the near future. However, living in these centers is becoming increasingly difficult. Satisfaction with living conditions has declined, and some residents feel unsafe. There is a great need for more private facilities and, where possible, private rooms, including for the children. Our results show that residential satisfaction is significantly higher among people housed in small-scale locations with a high degree of private facilities. In locations with these characteristics, residents also feel safer. To keep the living situation manageable and bearable, policy could focus on establishing more small-scale locations, where people have their own room and private amenities whenever possible.

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