

Transcript created by Epiq

Time of Call: 04:49:59
File Name: PI_D30_GTIRT18-03379_Control_Admin_Line_Call_044959_34224V
Relativity Ref:
Length: 03:23

AUTOMATED SPEAKER: Wednesday, June 14 2017, 04.49 and 59 seconds.
04.50 and 9 seconds. 04.50 and 19 seconds.

CALLER: Hello?

OPERATOR: Hello, it's the Fire Brigade Control Room here, I just spoke to
your sister-in-law.

CALLER: Yes.

OPERATOR: She said that you're still in the flat?

CALLER: Yes, I am.

OPERATOR: Okay, I've let the firefighters know who are there --

CALLER: Yes.

OPERATOR: -- and hopefully they'll come up and see you.

CALLER: Okay, I'm on the tenth(?) floor, flat(?) number 72.

OPERATOR: I told them, yeah, I told them that you're on the tenth floor and
number 72, I've passed that on, okay?

CALLER: Yeah, the thing is, I tried to -- you know, I try -- I checked if I
could go out but it's pitch black, it's very smoky so I go out
there, ten floor down, I'm going to die, so --

OPERATOR: Okay.

CALLER: -- in my flat, I'm safe, In my flat, I'm safe, it's not --

OPERATOR: Okay, so there's no fire --

CALLER: The fire alarm stopped as well, so I've got a little bit of oxygen coming through a window, you know, where it's safe, so, I'm safe here, you know what I mean? I don't want to risk anything, go outside and try to do something heroic.

OPERATOR: Okay, so, there's no smoke or anything coming in where you are?

CALLER: There is -- no, there is smoke, plenty of smoke, yeah, but I'm okay because the window a little bit open, you know, I open and close the window little bit so to get some oxygen.

OPERATOR: Oh, right, okay, so --

CALLER: But there is no fire, there is no fire surrounding my floor, if you know what I mean. There was fire before but now they put it off.

OPERATOR: Oh, there was no -- there's no f... oh, right, so the fire has gone from around your floor? It was before but it's gone --

CALLER: Yeah, yeah, the fire, I can see now where it was --

OPERATOR: Right, okay.

CALLER: -- next to my flat --

OPERATOR: Right.

CALLER: -- but(?) not necessarily in my floor, there is no fire from underneath(?) me. And I just checked, I just tried to go out with a cloth in my mouth to see if I could go, but it's too dark outside and it's too dangerous.

OPERATOR: Okay.

CALLER: I'm very much aware of what I'm doing so I'm staying put here until -- you know, now the fire sounds when ... so it means, you know, the smoke is not too --

OPERATOR: Yeah.

CALLER: You know what I mean.

OPERATOR: Okay, well, listen, I have let the firefighters know where you are. If you want, call us back, call us back any time, okay?

CALLER: Yeah, I'll take your number because this shows private number here.

OPERATOR: Yeah, just dial -- 999, you can dial, can't you?

CALLER: Yeah, yeah, I can, yeah.

OPERATOR: Yeah, yeah, okay, all right, okay.

CALLER: But I will -- you know, I'm not going -- I don't want anybody to come -- you know, I don't want any -- to put anybody life at risk to come to the tenth floor by(?), you know, walking, because the stairwell is totally pitch black and smoky.

OPERATOR: Right, so you won't attempt to go down it, no?

CALLER: No, you know, there's no point, I tried but, you know, the door is (Overspeaking).

OPERATOR: Tried, okay, well, I --

CALLER: You know, I think if the floor -- there's no fire around me, I'm going to be safe in here in the flat.

OPERATOR: Okay, well, I've let them know where you are. If you don't get -- hear anyone, you call back, okay?

CALLER: Yeah, okay, fine, all right.

OPERATOR: Okay, okay, all right, bye.

CALLER: Thank you, thank you, thank you, bye-bye, bye.

OPERATOR: Bye-bye.