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Event: [PI D2 GTIRT17-00636 SECTION 3 999 T FSG 76199 023700 34000J](#)

Date:

Interviewer:

Interviewee:



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OPERATOR: Fire brigade.

CALLER 1: Yes (Inaudible) 22nd floor in 193 Grenfell Tower. We can --

OPERATOR: Yeah?

CALLER 1: -- see the fire (Inaudible).

OPERATOR: What flat number are you?

CALLER 1: 193, on the 22nd floor.

OPERATOR: The 22nd -- sorry, that flat number again?

CALLER 1: It's the 22nd floor; 193 --

OPERATOR: 193?

CALLER 1: -- on the 22nd floor.

OPERATOR: Okay, and what is happening now? Is there smoke coming in or a fire?

CALLER 1: There's smoke coming in, a lot.

OPERATOR: Okay. And have you tried blocking it off? Have you put towels against the door?

CALLER 1: Yeah, we've put towels against the door (Several inaudible words) banging the door.

OPERATOR: Okay. How many of you are in there?

CALLER 1: Well, our neighbours and us; one, two, three, four, five, six, seven -- eight.

OPERATOR: Eight --

CALLER 1: Eight.

OPERATOR: -- adults, is it?

CALLER 1: Can the helicopter take us, please?

OPERATOR: So, is it eight adults?

CALLER 1: No ... two, three, four, five -- six --

OPERATOR: okay.

CALLER 1: -- adults and three children.

OPERATOR: Three children?

CALLER 1: Yeah.

OPERATOR: How many adults?

CALLER 1: I've got asthma; very bad asthma.

OPERATOR: Okay. We are trying to get to you. What's happening in your house?

CALLER 1: What's happening --

OPERATOR: (Overspeaking) is it just the smoke --

CALLER 1: -- (Overspeaking) more and more (Overspeaking)

OPERATOR: (Overspeaking) is it just smoke --

CALLER 1: (Overspeaking) more and more, but we can't -- we don't know if it's next-door or not.

OPERATOR: Okay, but it's just smoke at the moment?

CALLER 1: (Several inaudible words)

OPERATOR: Yeah? Is that right? Hello?

CALLER 1: Yeah?

OPERATOR: Is it just smoke coming in at the moment?

CALLER 1: There's lots of (Inaudible) I don't know (Inaudible) fire from next-door.

OPERATOR: Yeah, I understand that, and we are trying to get to you as soon as possible, and we're going to tell the firemen where you are.

CALLER 1: (Overspeaking) floor is going onto -- what floor is it at, please?

OPERATOR: Okay. Look, I'm going to go now, because we've got lots of calls coming in. I'm going to tell them where you are, and you just try and keep yourself safe, try and stop the smoke coming in, go to a room that's the least smoky and all stay together. We'll get to you as soon as we can, okay?

CALLER 1: Okay.

OPERATOR: All right? Ring us back if it starts catching fire in your house, and we're -- but we're on--

CALLER 1: Okay.

OPERATOR: We are trying to get to you as soon as we can, all right?

CALLER 1: (Overspeaking)

OPERATOR: I'm going to leave you now, okay?

CALLER 1: (Inaudible)

OPERATOR: All right, try and -- just keep calm and look after --

CALLER 1: The smoke is getting worse in the room!

OPERATOR: -- and we'll get to you as soon as we can, I promise.

CALLER 1: Shall we leave the windows open, or shall we close them? Oh my God!

OPERATOR: Shut the windows, because the smoke will come in.

CALLER 1: Close them?

OPERATOR: So, have you shut the windows?

CALLER 1: Yeah.

OPERATOR: Okay, and --

CALLER 1: (Overspeaking)

OPERATOR: -- you've blocked the door --

CALLER 1: Yeah.

OPERATOR: -- and anywhere the smoke's coming in -- is there a room that -- where the smoke is the least --

CALLER 1: No, it's too much smoke in this room!

OPERATOR: Okay.

CALLER 1: It's too much smoke in this room!

OPERATOR: Right, okay, I'm going to go and tell them where you are now, okay?

CALLER 1: All right.

OPERATOR: We are coming to you. We will get to you, okay?

CALLER 1: (Several inaudible words)

OPERATOR: All right? Okay?

CALLER 2: (Several inaudible words)

OPERATOR: All right, then.

CALLER 2: (Several inaudible words)

OPERATOR: Hello?