

Transcript created by DTI

Event: [PI D2 GTIRT17-00652 SECTION 3 999 T FSG 76215 024355 \[REDACTED\] 0J](#)

Date:

Interviewer:

Interviewee:

OPERATOR: Fire brigade.

CALLER: Hello?

OPERATOR: Hello? Fire brigade.

CALLER: Yeah, we've got a fire in the (inaudible), as you know, everybody knows about this (inaudible) Tower.

OPERATOR: Yeah. And what flat number are you?

CALLER: 22nd floor.

OPERATOR: 22nd floor. What flat number?

CALLER: 193.

OPERATOR: 193. Okay, and what is happening now? Is the fire coming in your flat?

CALLER: Who?

OPERATOR: Is the fire in your flat or is just smoke?

CALLER: It is just (inaudible) next door, it's next door, it (overspeaking) –

OPERATOR: Okay. And what about your flat? What about your flat?

CALLER: It will be in a minute in my flat.

OPERATOR: Okay. So can you get out if the fire starts coming in?

CALLER: Get out where? There is no place to get out (overspeaking) –

OPERATOR: Nowhere to go, okay. Okay, well how many of you are there?

CALLER: There are seven – eight people inside the house.

OPERATOR: Eight people, okay.

CALLER: Can you – call I say something please? If you send helicopter from other side you can get out (inaudible).

OPERATOR: I'm sorry, we don't have any helicopters, I'm sorry. So it's flat 193, 22nd floor, you've got eight people?

CALLER: Yeah, if you guys (several inaudible words).

OPERATOR: Okay. Can you get out at all? If you go out onto your landing is it full of smoke?

CALLER: It's full of smoke, the fire from other side is over our building.

OPERATOR: Okay. But is the fire in the corridor?

CALLER: The fire, I don't know (several inaudible words) smoking.

OPERATOR: Okay. What you need to do if that fire starts coming in or getting worse you need to get yourself out now, okay?

CALLER: Out where? Out where?

OPERATOR: Cover your – get some – out onto the corridors. Out your front door.

CALLER: We can't (inaudible). We are inside the house, we can't get out the building, there is smoke everywhere, we can't see (inaudible).

OPERATOR: Okay. If you go outside your flat where's your nearest staircase? Left or right?

CALLER: When I get outside (inaudible) stairs for me but I can't get to any stairs because of the smoke, we can't see (inaudible).

OPERATOR: Okay. Well we are trying to get to you but it's very difficult. So all I'm saying to you is if it gets very, very bad you need to get yourself out of those flats, get all your eight people out, cover yourself with wet towels, wet sheets, anything and try and get out, okay? All right?

CALLER: Mmm.

OPERATOR: Okay. I'm going to leave you now. You make the decision whether you think you need to leave or not, all right?

CALLER: Okay.

OPERATOR: Okay, thank you, bye.

CALLER: Bye.