

Transcript created by DTI

Event: [PI D2 GTIRT17-00579 SECTION 3 999 T FSG 76145 020033 \[REDACTED\] 9R](#)

Date:

Interviewer:

Interviewee:

OPERATOR: Fire Brigade?

CALLER: Fire Brigade, I've been waiting here 15 minutes, love. The flat's worse. It's black in here, I can't see a thing. I'm on the 22nd floor.

OPERATOR: 22nd floor?

CALLER: Yes. I'm a pensioner, darling, I can't get about.

OPERATOR: Okay. Listen, you can't go anywhere anyway, you're in the safest place there, all right? (overspeaking)

CALLER: Darling, it's black.

OPERATOR: Listen, the fire is on the 4th floor, okay? Are you doing everything you can to get the smoke coming in?

CALLER: Yes, yes.

OPERATOR: You are. Okay.

CALLER: My, my, my letterbox won't close so it's coming through the letterbox.

OPERATOR: All right. Well, put a towel in.

CALLER: (inaudible) put something in it. All right. Thanks. All right.

OPERATOR: Yeah, put a towel or a tea towel or a cushion or something in it. Put whatever you can -

CALLER: All right. But please, (inaudible) please, please, get them up here. Get me out, please.

OPERATOR: We are, we are going to get you as quickly as we can. What's your flat number?

CALLER: 194.

OPERATOR: 194. Okay. All right then. Is there a room in the flat that's got less smoke in it?

CALLER: Sorry?

OPERATOR: Is there a room in the flat that -

CALLER: No (inaudible) the front room is about the best one I suppose.

OPERATOR: Okay. Well, you stay in there.

CALLER: But if I close myself in the bathroom I won't hear a knocking.

OPERATOR: Don't worry, they will come in, all right? Okay? They will come in and they will find you.

CALLER: Please, love. (overspeaking)

OPERATOR: They are, they'll get you as soon as they can.

CALLER: (overspeaking) black.

OPERATOR: Yeah. All right then. Okay. Right.

CALLER: All right, all right.

OPERATOR: Take care. Sit on the floor, all right? The air will be better if you stay low on the floor.

CALLER: All right, all right. Thank you.

OPERATOR: All right then, all right then. Bye bye.