

Transcript created by DTI

Event: [PI D2 GTIRT17-00530 SECTION 3 999 T FSG 76099 013816 \[REDACTED\] 2M](#)

Date:

Interviewer:

Interviewee:



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OPERATOR: Fire brigade. Hello.

CALLER: Hi, there's a fire in Grenfell Tower. I know your guys are here, but the line got cut out the last time I called someone.

OPERATOR: Okay, then, and -- yeah, we're --

CALLER: So, we're all stuck on the 23rd floor.

OPERATOR: 23rd? 2-3?

CALLER: Yeah. Yeah.

OPERATOR: The 23rd floor? Okay. Well, we are actually on the scene, as you're aware, but I'll tell them you're on the 23rd floor, yeah, and it --

CALLER: 23rd -- it's flat -- what flat is it?

CALLER 2: 205.

CALLER: 205.

OPERATOR: 205; flat 205?

CALLER: Yeah. Yeah.

OPERATOR: Okay, and is --

CALLER: (Overspeaking)

OPERATOR: There's no smoke or anything coming into the property
(Overspeaking)

CALLER: There's nothing yet, there's nothing yet --

OPERATOR: Right. Okay (Overspeaking)

CALLER: -- but our flat was underneath, and that -- there was no smoke in there. It was absolutely fine, but then all of a sudden the flames just blew into our kitchen --

OPERATOR: Okay. So --

CALLER: -- so -- and --

OPERATOR: -- what you need to do -- if the smoke, obviously, does come in, make sure that you start to block the bottoms of the door and things like that off, okay?

CALLER: Okay.

OPERATOR: All right, then --

CALLER: Okay, but can you please hurry and get someone out, please?

OPERATOR: -- (Overspeaking) flat 205, 23rd floor?

CALLER: Yeah.

OPERATOR: How many people --

CALLER: Correct.

OPERATOR: -- are in there?

CALLER: There's, like -- one, two, three, four, five, six -- there's seven of us.

OPERATOR: Seven? All right, I'm gonna tell them --

CALLER: Yeah.

OPERATOR: -- straightaway on the radio, okay?

CALLER: Yeah. Thank you.

OPERATOR: All right, then. We're dealing with it, okay?

CALLER: I know, but our flat's all gone, everything's (Inaudible).

OPERATOR: It's worrying, isn't it, but just make -- look, listen, if the smoke starts to come in, just put things on the door, okay, and just keep the windows and that closed, all right?

CALLER: Okay. Okay.

OPERATOR: And there's seven of you in there?

CALLER: There's seven of us, yeah.

OPERATOR: All right, then. I'm gonna tell them on the radio straightaway as soon as I put the phone down --

CALLER: Okay.

OPERATOR: -- on you, okay?

CALLER: Thank you.

OPERATOR: All right (Overspeaking)

CALLER: Thank you.

OPERATOR: Bye.

CALLER: Bye.