

# Transcript created by DTI

Event: [PI D2 GTIRT17-00639 SECTION 3 999 T FSG 76202 023607 \[REDACTED\] 0J](#)

Date:

Interviewer:

Interviewee:



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OPERATOR: Hello. Fire brigade.

CALLER: Hello (Several inaudible words) Grenfell Tower.

OPERATOR: Sorry, I can't --

CALLER: I --

OPERATOR: -- (Overspeaking) the alarm.

CALLER: I call -- I am in -- from Grenfell Tower.

OPERATOR: Grenfell Tower?

CALLER: Yeah, Grenfell Tower.

OPERATOR: Okay. Are you in there at the moment?

CALLER: Yes, in top floor, Grenfell Tower.

OPERATOR: You are in there? Okay, and what floor are you on?

CALLER: The top floor.

OPERATOR: Sorry, the ... ?

CALLER: Top floor.

OPERATOR: Tenth? 1-0?

CALLER: Top, top.

OPERATOR: The top floor?

CALLER: Top, yeah.

OPERATOR: The top -- the 23<sup>rd</sup> floor?

CALLER: Yeah.

OPERATOR: Okay, and what's it like there at the moment? Tell me what's going on.

CALLER: It's -- the smoke's coming in.

OPERATOR: Smoke's coming in?

CALLER: Yeah.

OPERATOR: Now, okay, are there any flames?

CALLER: (Overspeaking) to breathe.

OPERATOR: Are there any flames in there with you?

CALLER: No flame but just the smoke.

OPERATOR: Just the smoke?

CALLER: Yeah.

OPERATOR: Okay. Listen, the fire is getting quite bad. Do you think it would be better if you covered yourself with a wet towel and tried to make your way down out of the building?

CALLER: I can't see outside my door.

OPERATOR: Sorry, I can't hear you very well.

CALLER: I can't see outside my door.

OPERATOR: You can't see outside the door?

CALLER: And I -- yeah, and I have problem (Inaudible) walk normal. I have --

OPERATOR: I'm sorry, you have --

CALLER: -- (Overspeaking) my feet.

OPERATOR: You have problems with ... ?

CALLER: My feet. I have disability.

OPERATOR: You can't walk very well?

CALLER: No (Inaudible) I need help when I go in the -- to the stairs.

OPERATOR: Okay. You can't get down the stairs?

CALLER: No, I need help --

OPERATOR: Okay.

CALLER: -- (Inaudible) I need help, because I need somebody help with me, and it's difficult for me.

OPERATOR: Yeah? Okay. You said you were on the 23<sup>rd</sup> floor, but what's your flat number?

CALLER: 204.

OPERATOR: Sorry?

CALLER: 204.

OPERATOR: 204? 204, yeah?

CALLER: Yeah. Yes.

OPERATOR: Okay. And you can't get down the stairs at all?

CALLER: Well, I -- because I can't (Inaudible) and I need some help just to take me to the stairs, because it's difficult for me.

OPERATOR: (Inaudible) okay. Okay. Have you blocked all the gaps in the door and shut the windows?

CALLER: I've blocked the gaps (Inaudible) but still the smoke is coming in.

OPERATOR: (Overspeaking) okay. Are you able to --

CALLER: No, I am in the sitting room.

OPERATOR: Sorry, you're in the second room?

CALLER: Yeah, in (Inaudible) sitting room.

OPERATOR: Sorry, I can't hear --

CALLER: (Overspeaking)

OPERATOR: -- what you're saying over the alarm.

CALLER: I am in the sitting room. I'm in sitting room.

OPERATOR: Second room? Is that a bedroom?

CALLER: Sitting room.

OPERATOR: Sorry, the second ... ?

CALLER: It's sitting room, sitting room.

OPERATOR: Second room?

CALLER: Yeah, it's bedroom and sitting room.

OPERATOR: Okay. Have you blocked the door to stop the smoke coming into it?  
Have you put towels or anything (Overspeaking)

CALLER: I've blocked it, but it still is coming in.

OPERATOR: It's still coming in? But you --

CALLER: (Overspeaking)

OPERATOR: Have you put material around the door, the gaps in the door?

CALLER: Yeah, I blocked it with --

OPERATOR: You've done that?

CALLER: -- wet towels.

OPERATOR: Okay, and the windows -- have you done the same to the windows,  
shut them (Overspeaking)

CALLER: The ones when I open it it bring air -- when I open it it come too much smoke (Overspeaking)

OPERATOR: The smoke's still coming in? Okay.

CALLER: Yeah.

OPERATOR: I'll tell the crews where you are and that you can't make the stairs, okay? What you need to do is keep --

CALLER: Yeah.

OPERATOR: -- low on the ground. Are you low down on the ground?

CALLER: Okay.

OPERATOR: Yeah, you need to lay on the ground. If you can -- have got a wet towel or a cloth or a pillow or something that you could use to cover your mouth and nose with from the smoke?

CALLER: Yeah, I have one.

OPERATOR: You have, yeah? Okay. So, you need --

CALLER: Yeah.

OPERATOR: -- to stay as low to the ground as you can, and you need to cover your mouth and nose.

CALLER: Okay.

OPERATOR: Don't breathe in the smoke, okay?

CALLER: Okay. Thank you.

OPERATOR: Okay. So, I'm going to tell the crews where you are, that you can't make the stairs. If there's any changes, call us back again, okay?

CALLER: Okay. Thank you.

OPERATOR: Okay. Okay, I'll tell them now.

CALLER: Thank you.

OPERATOR: They'll be there as soon as they can, okay?

CALLER: Thank you.

OPERATOR: Okay. Thank you. Thanks.

CALLER: Bye. Bye.

OPERATOR: Bye.