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Event: [PI D2 GTIRT17-00651 SECTION 3 999 T FSG 76214 024206 \[REDACTED\] 9R](#)

Date:

Interviewer:

Interviewee:

OPERATOR: Fire brigade.

CALLER: Hi, I'm in flat 203.

OPERATOR: Flat 203. What floor are you on?

CALLER: 21st floor.

OPERATOR: Okay, what's happening there?

CALLER: What's happening? The fire (overspeaking) –

OPERATOR: Is there fire in your flat?

CALLER: Not in the flat, the (inaudible) next door but it's getting worse, it's getting (inaudible), the smoke is getting quite strong in the house.

OPERATOR: Okay. Are you doing everything you can to keep the smoke out? Are you – have you put the blankets and that down?

CALLER: We've put blankets down by the front door.

OPERATOR: Okay. And what about the windows? Is there smoke outside the windows?

CALLER: Yeah, there's smoke and we can't keep the windows open anymore because (inaudible) door is on fire.

OPERATOR: No, all right then. So you say the flat next door. Well keep – if you can put some stuff around the windows as well just to try to keep as much smoke –

CALLER: Put things around the windows.

OPERATOR: -- as much you can just to keep smoke out. Keep low, okay, obviously we're letting the fire crews know that you're there. How many of you in there?

CALLER: There's five adults, two children.

OPERATOR: Five adults and two children.

CALLER: Two children, two children under five.

OPERATOR: Okay, all right, I will let them know. They are getting to you as soon as they can, okay? All right, just try to keep that smoke out. If anything changes call us back, okay?

CALLER: Well, what are we supposed to call back on, the next call might not even be possible for us.

OPERATOR: Well, as I say I've got a note of where you are. We are making our way up to you.

CALLER: (several inaudible words)

OPERATOR: You know, I know – I can't imagine how scary it must be but we – the safest place for you at the moment is in the flat, okay, because we – because you don't know what's going on outside.

CALLER: Okay, all right, thank you very much.

OPERATOR: As long as there's no flames, okay, that's the best place to be. If you want to dampen some towels and tea towels and things and put them over your mouth that'll help you to stop inhaling any smoke, okay?