

Transcript created by DTI

Event: [PI D2 GTIRT17-00632 SECTION 3 999 T FSG 76195 023416 \[REDACTED\] 9R](#)

Date:

Interviewer:

Interviewee:

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OPERATOR: Fire Brigade.

CALLER: Yeah (inaudible) we are in 192.

OPERATOR: Hello? Sorry. Say that again.

CALLER: Yeah. We are in 192.

OPERATOR: 192.

CALLER: Yeah.

OPERATOR: (inaudible) on the 22nd floor, yeah?

CALLER: (inaudible)

OPERATOR: On the 22nd floor, is that right?

CALLER: Yes, that's right.

OPERATOR: Okay. And what's happening there? Tell me exactly what's happening.

CALLER: (inaudible) our living, our living room in (inaudible) is on fire.

OPERATOR: The living room?

CALLER: The living room, the (inaudible) is on fire.

OPERATOR: Okay, all right. So is there anywhere safe in the flat for you to go to or do you need to leave?

CALLER: (inaudible) we need to leave but we (inaudible) to leave (inaudible) smoke, (inaudible)

OPERATOR: Sorry, I can't hear you. Say that again. Say it again. Okay. (inaudible) who's there with you?

CALLER: (overspeaking) There are three kids and two adults.

OPERATOR: Two adults and three kids, yeah? All right. So is - just stay (inaudible)

CALLER: Sorry?

FEMALE SPEAKER: (inaudible) is being affected by the fire and flames and smoke, they've gotta get out. Damp towel, (overspeaking) together.

OPERATOR: Up or down? Where to go?

FEMALE SPEAKER: Down.

OPERATOR: Down. Right. Listen to me.

CALLER: Yeah.

OPERATOR: Listen. Have you got fire in your flat?

CALLER: Yes, (overspeaking)

OPERATOR: You have. Right. Now, listen to me. What you need to do, we need to get you out of there, so what you -

CALLER: (overspeaking)

OPERATOR: What you need to - listen. What you need to do, you need to get some wet towels, you need to put them around your mouth, you and the children, you need to leave, and you need to go down. All right? It's going to be dark and that, so you need to stay together, hold hands, all right, but keep your mouth covered, all right?

CALLER: Okay, okay.

OPERATOR: You do that, all right then?

CALLER: (inaudible)

OPERATOR: Do you understand me?

CALLER: Yeah, but (overspeaking)

OPERATOR: Okay. All right then. And I'm going to let the crews know what's going on, all right, and they're going to come and try and meet you. All right? So I need you to do that.

CALLER: Okay.

OPERATOR: All right then. Okay. Be safe.