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Event: [PI D2 GTIRT17-00628 SECTION 3 999 T FSG 76190 023149 34059R](#)

Date:

Interviewer:

Interviewee:

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OPERATOR: Fire Brigade.

CALLER: Hello, there's a fire at the top of Grenfell Tower (inaudible)

OPERATOR: Hello, Fire Brigade. Hello? Hello?

CALLER: Hello. We're in Grenfell Tower.

OPERATOR: You're in Grenfell Tower. What floor are you on?

CALLER: (overspeaking) stay in touch. We're on the 13th floor. There's a fire now at the top of the (inaudible) on, on the 15th floor.

OPERATOR: On the - sorry, what floor are you on?

CALLER: (overspeaking) Grenfell Tower.

OPERATOR: I know. What floor are you on?

CALLER: Sorry. 14th floor.

OPERATOR: You're on the 14th. Okay. Are you c... -

CALLER: There's another fire on the top. There's now a fire on the top.

OPERATOR: What? At the top of the building or the top of your flat?

CALLER: The top, the top of my flat, top of my flat.

OPERATOR: So there's a fire above -

CALLER: (inaudible)

OPERATOR: The fire - hello?

CALLER: (inaudible) look at the fire. The fire -

OPERATOR: What? Has it come through to your flat?

CALLER: (inaudible)

OPERATOR: Hello? What? Has it come through to your flat?

CALLER: It's coming into our flat, yeah.

OPERATOR: Okay. Are you able - you're not able to get out at all?

CALLER: No, they told us to stay inside (inaudible) but now we can see fire at the top.

OPERATOR: Yeah. Are you able to get in your flat away from where the fire in the other flat is, the side of your flat away from -

CALLER: No, we can't, because it's just going to come into our flat, that's what, that's what's going to happen.

OPERATOR: Well, it's -

CALLER: (inaudible) jump out of the window (overspeaking) jump out the window.

OPERATOR: I mean, if you can, if you can leave then try and do that, but - so -

CALLER: Shall we jump out the window?

OPERATOR: Otherwise just block up the ex... the exits and open any - or open any windows that isn't the side where the smoke is. Hello? Hello? Hello? Hello? Hello? She's gone.

OPERATOR 2: (inaudible) may I help?

OPERATOR: Oh, hello. It's okay. All right, thank you. Caller's cleared I think. Thank you.