

Transcript created by DTI

Event: [PI D2 GTIRT17-00495 SECTION 3 999 T FSG 76062 012658 \[REDACTED\] 2M](#)

Date:

Interviewer:

Interviewee:

OPERATOR: Fire brigade, hello?

CALLER: Yes, hi, good evening. I'm calling from the Grenfell Tower, London W11 1TG.

OPERATOR: Yeah.

CALLER: We do having the fire in the building, we're living on the 12th floor. Can you please give me advice what shall we do because we can see the fire coming through the window.

OPERATOR: Is it (inaudible)? Is it (inaudible) Court?

CALLER: No, it's the Lancaster West Estate.

OPERATOR: Lancaster –

CALLER: Yeah.

OPERATOR: Lancaster – yeah, we're already on our way to that.

CALLER: Yes, but I need to know – I've got a (inaudible) because I heard that it's the floors below (inaudible) next door. My neighbour she's saying the fire in her kitchen already. I have two kids, we really don't know what to do.

OPERATOR: Yeah. Have you got any smoke coming into your property?

CALLER: Yes, it's coming through the floor – from our main door because it's outside.

OPERATOR: Okay, are you able to put something down on the floor then, are you able to put a towel down or some sheets down, something like that to stop the smoke coming in?

CALLER: Yes, yes.

OPERATOR: That's what you need to do to stop the smoke coming in and, as I say, what flat number are you?

CALLER: It's 95, we're on the 12th floor.

OPERATOR: You're at 95, 12th floor?

CALLER: Yeah.

OPERATOR: Okay then, I'll tell them on the radio. And you're flat 95 on the 12th floor.

CALLER: Okay, thank you.

OPERATOR: Okay.

CALLER: It's it the normal the towels or the wet towels?

OPERATOR: Sorry I can't, sorry I can't hear you.

CALLER: Is it the normal towels or the wet towels?

OPERATOR: It doesn't say. It's at flat 16 in the Grenfell Towers.

CALLER: No, no, no, we're on the floor 12th, 12th.

OPERATOR: Yeah, but I'm telling you – listen, I'm just telling you where the actual fire is, okay, so it's flat 16.

CALLER: It's (inaudible) 16 but it already came to 12th. She's saying that – she's telling that she was shouting that she's having the fire in the kitchen –

OPERATOR: Yeah, that's right and the fire brigade are on the scene, okay?

CALLER: Okay.

OPERATOR: Okay, all right then. Thank you then. All right, thank you then. Bye-bye. Thank you.

CALLER: Thank you.