

Transcript created by DTI

Event: [PI D2 GTIRT17-00531 SECTION 3 999 T FSG 76100 013837 \[REDACTED\] 9R](#)

Date:

Interviewer:

Interviewee:



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OPERATOR: Hello, fire brigade.

CALLER: Hello, love. There's a fire in Grenfell Tower, but it's spreading. I don't know what to do. Do we stay put? It's on our floor now.

OPERATOR: Are you -- what floor are you on?

CALLER: We're on the 12th.

OPERATOR: You're on the 12th? Okay.

CALLER: It's come through the next-door kitchen now.

OPERATOR: Okay. Well, I -- you're -- it's in the next-door kitchen?

CALLER: Yeah.

OPERATOR: Right. Well, can you get to some fresh air?

CALLER: No, because it's started on the 16th floor and it's just spreading -- all the stuff's flying out of the windows. I've (Overspeaking)

OPERATOR: Oh, outside -- okay, and you're on the 12th -- I'll let the firemen know you're there.

CALLER: 95. Please, love (Overspeaking)

OPERATOR: And if you can block it up in the meantime -- I mean, I presume it's not safe to go outside. So --

CALLER: No, it's all smoke (Overspeaking)

OPERATOR: No; so, block up any -- you know, under the doors where you can, and I'll let the firemen know you're there.

CALLER: (Inaudible)

OPERATOR: All right. Thank you.

CALLER: Because it's --

OPERATOR: I'll let them know --

CALLER: Please, love (Overspeaking)

OPERATOR: -- okay? You're on the 12th, yeah?

CALLER: Yes, please. Are they here?

OPERATOR: All right. How many -- are they there?

CALLER: I don't know yet. No, they're not here yet.

OPERATOR: No? Okay.

CALLER: There's just children in the flat.

OPERATOR: Yeah? Okay. All right. We are dealing with it, all right?

CALLER: Are they onsite, though, the firemen?

OPERATOR: Sorry?

CALLER: Are the firemen onsite yet?

OPERATOR: Yeah, there's loads of them there. That --

CALLER: Okay.

OPERATOR: There's loads of them. Okay.

CALLER: Thanks.

OPERATOR: Try and keep calm, and if you can get to a window and get some fresh air and block up anywhere where the smoke's coming ...

CALLER: Okay.

OPERATOR: All right.

CALLER: Thanks, but make sure --

OPERATOR: Thank you.

CALLER: -- they check on me. Thank you.

OPERATOR: Yeah. Yeah, 12th floor. Yeah --

CALLER: Thank you.

OPERATOR: -- will do.