

# Transcript created by DTI

Event: [PI D2 GTIRT17-00470 SECTION 3 999 FSG 76029 005429 \[REDACTED\] 4V](#)

Date:

Interviewer:

Interviewee:

OPERATOR: Fire Brigade.

CALLER: Yeah, hello, hi. Fire in flat 16, Grenfell Tower.

OPERATOR: Sorry, a fire where?

CALLER: Flat 16, Grenfell Tower. The fridge. Flat 16, Grenfell Tower.

OPERATOR: Flat 16. And what's the postcode?

CALLER: W11 1TG.

OPERATOR: W11, 1 T for Tango?

CALLER: Yeah, but coming quick please.

OPERATOR: Yeah, would you just – I have to get the address, okay. Glen –

CALLER: Flat 16, Grenfell Tower, W11 1TG.

OPERATOR: The fire brigade are on their way. Are you outside?

CALLER: Yes, yes, I'm outside.

OPERATOR: Yeah, well the fire engines are on their way, just tell me how many floors you've got there?

CALLER: It's the fourth floor.

OPERATOR: Right, okay.

CALLER: (Inaudible) quick, quick, quick.

OPERATOR: They're on their way already.

CALLER: It's burning.

OPERATOR: Yes, I know it's burning but they are on their way. You've only just called. As long you're okay, yeah?

CALLER: Okay.

OPERATOR: Yeah, as long as you're –

CALLER: (Inaudible), yeah.

OPERATOR: Pardon?

CALLER: (Several inaudible words), okay, coming quick.

OPERATOR: Yes, you wait outside, yes.

CALLER: I come outside, I'm (Inaudible) downstairs.

OPERATOR: Okay, so the fire engines are on the way, they will be there soon, okay?

CALLER: Okay.

OPERATOR: You've only just called us so it will take a minute for them to get there.

CALLER: Yes, yes.

OPERATOR: Yes. Okay?

CALLER: (Inaudible)

OPERATOR: Can I let you go?

CALLER: (Inaudible).

OPERATOR: Hello?

CALLER: (Inaudible).

OPERATOR: Hello?

CALLER: What? Hello?

OPERATOR: Can I let you go. You are outside, yeah?

CALLER: Yeah, I'm outside.

OPERATOR:

Right, okay. Bye.