

Transcript created by DTI

Event: [PI D2 GTIRT17-00712 SECTION 3 999 T FSG 76274 031306 \[REDACTED\] 4V](#)

Date:

Interviewer:

Interviewee:



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CALLER: Hello?

OPERATOR: Fire brigade.

CALLER: All right. I'm at 82 Grenfell Tower. I know I've rung a million times, but please tell me someone's coming to get me out.

OPERATOR: Okay. Our advice at the minute --

CALLER: (Overspeaking) yeah, I can't leave --

OPERATOR: (Overspeaking)

CALLER: -- the front door, because there's fire outside the front door. Okay. Please, they should've told me that an hour ago.

OPERATOR: Right, well, the advice they -- yeah, have you -- so, there's fire, what, and you can't get out?

CALLER: No.

OPERATOR: Because that's -- basically what they're telling is -- were you not given the advice about towels, the wet towels?

CALLER: (Several inaudible words)

OPERATOR: Listen --

CALLER: (Several inaudible words) hour, please --

OPERATOR: Yeah, listen --

CALLER: -- please!

OPERATOR: -- who else is in there with you? Is there anyone --

CALLER: In my house now, my husband.

OPERATOR: Yeah?

CALLER: You can't go down the stairs. You can't go anywhere (Overspeaking)

OPERATOR: Right. Okay. I know. Listen, I know it is horrible, it's absolutely horrible, but --

CALLER: (Overspeaking) the window, Anthony(?). Please, tell them to send (Inaudible) get me out (Inaudible) my house, please.

OPERATOR: What floor --

CALLER: (Overspeaking) now in my house, on the 11th floor.

OPERATOR: -- what floor are you on -- you're the 11th?

CALLER: I'm the 11th, yeah (Overspeaking)

OPERATOR: (Overspeaking) what's the flat number?

CALLER: 82.

OPERATOR: 82? 82?

CALLER: Yeah.

OPERATOR: Right. Okay (Overspeaking)

CALLER: Please, they're down there, but they're not putting -- if they're not putting it out, that's not going to do nothing, and ...

OPERATOR: No, believe me, they are trying to put it out. They are doing everything they can, believe me.

CALLER: I know they can, but (Inaudible) send somebody up to get us out.

OPERATOR: Yeah, they do know that there's people all over the building. They do know, okay? What I'll do -- I'll get word to them again, but --

CALLER: Please, please --

OPERATOR: Yeah, I will, I will.

CALLER: -- please (Overspeaking)

OPERATOR: (Overspeaking) the moment? Where --

CALLER: I'm in the bedroom, in the bedroom.

OPERATOR: In the bedroom? What, have you -- can you open the window for fresh air, or is there -- there's the --

CALLER: (Overspeaking) the fire's outside now as well.

OPERATOR: The fire's outside as well? Right. Okay. Unfortunately, we -- yeah. Okay. I'm going to let them know where you are, but they will know that there is people trapped all over the building, okay?

CALLER: Yeah.

OPERATOR: So, whatever is on fire --

CALLER: Yeah.

OPERATOR: -- they are trying to put it out, believe me --

CALLER: Okay.

OPERATOR: -- believe me.

CALLER: All right.

OPERATOR: They are trying to put it out and get to you.

CALLER: (Overspeaking) getting worse.

OPERATOR: Yeah, but -- they are trying to get to you, believe me, but our advice is if you can you're just going to have to --

CALLER: (Overspeaking) in my front room. It's in my house now.

OPERATOR: Right. You're just going to have to run for it. You're just going to have to (Overspeaking)

CALLER: (Overspeaking) we're going to have to run for it (Inaudible) going to have to take her and run for it. You'll have to! You're going to have to!

OPERATOR: Listen --

CALLER: (Several inaudible words)

OPERATOR: If it's in your house --

CALLER: (Overspeaking) run for it.

OPERATOR: You're going to have to try --

CALLER: (Overspeaking)

OPERATOR: You're going to have to get out. You're going to --

CALLER: (Overspeaking)

OPERATOR: Listen, you're going to have to wet them towels, drape them over you --

CALLER: We've got them over us already.

OPERATOR: Right (Overspeaking)

CALLER: They're all wet.

OPERATOR: But if the fire is coming in, you need to get out.

CALLER: Yeah, get out --

OPERATOR: You need to (Overspeaking)

CALLER: I know, I know, I know. All right, all right, I'm going to try it.

OPERATOR: Okay.

CALLER: I'll call you back. Bye.

OPERATOR: Okay. Okay.