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Event: [PI D2 GTIRT17-00581 SECTION 3 999 T FSG 76147 020247](#) [REDACTED] 2M

Date:

Interviewer:

Interviewee:

OPERATOR: Fire Brigade?

CALLER: Yeah, I know you know, Grenfell Tower, West 11, I know you know, but is there any - do you know how long the Fire Brigade's going to be before they come and take us out?

OPERATOR: Okay. So what - tell me what flat you're in? Because we're passing on the messages to the radio.

CALLER: I'm in 8... 82 Grenfell Tower, I've told you before, but, I mean, I just -

OPERATOR: Flat 82. What floor are you on?

CALLER: Yeah, I think - on the 11<sup>th</sup>.

OPERATOR: On the 11<sup>th</sup> floor. What we're doing is we're passing all the messages over to the crews on the scene and they're going along and they're getting the people out of the flats, okay? I know it's really scary.

CALLER: They are, yeah?

OPERATOR: Yeah, I know it's really scary at the moment but that's about all we can do.

CALLER: Because I can see loads of fire brigade downstairs, they don't - (inaudible) I don't know, I just (overspeaking)

OPERATOR: Yeah (overspeaking) 82 on the 11<sup>th</sup> floor. How many people is it? Is it just you?

CALLER: Three, three, three, two adults and a child, yeah, two adults and a child.

OPERATOR: Three of you. Two adults - I'm going to tell them that on the radio, two adults and one child. And is there any smoke coming into the property, please?

CALLER: There is just - the smoke alarm hasn't gone off yet but I've just seen - you know when we had opened the door before cos we thought the fire brigade was out there -

OPERATOR: Right, okay. What you need to do then is you need to start thinking about putting some towels at the bottom of the door -

CALLER: We've done all that already, we've done all that, yeah.

OPERATOR: You've done all that and all the windows are closed, yeah?

CALLER: No, yeah, yeah, yeah.

OPERATOR: Right, okay. And if the smoke does come in obviously just stay, stay calm and stay low. And I'm going to tell them straightaway on the radio, okay? But they are -

CALLER: Please, please, please.

OPERATOR: They are aware, okay?

CALLER: Okay. I just think it's spreading above my flat, that's the only problem now.

OPERATOR: All right. Lis... listen, if the situation gets worse, right, and, you know, there is a lot of smoke coming into the property, then just ring us straight back.

CALLER: Oh, my God. Yes.

OPERATOR: Hold, hold onto the phone, don't drop the phone out, okay, because obviously we're really busy with other people as well, but I'm just going to tell them that on the radio straightaway, okay?

CALLER: Okay, okay, okay.

OPERATOR: All right then. Okay. Take care.

CALLER: All right. Thank you. Bye bye.

OPERATOR: All right. Bye bye, bye bye.