

Susan N. Goodman
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Patient Care Ombudsman

**IN THE UNITED STATES BANKRUPTCY COURT
FOR THE NORTHERN DISTRICT OF TEXAS
DALLAS DIVISION**

IN RE:	§	
	§	CASE NO: 25-80595 (MVL)
BUCKINGHAM SENIOR LIVING COMMUNITY, INC.¹	§	
Debtor.	§	CHAPTER 11
	§	
	§	

**SUMMARY COVER SHEET FOR THE FIRST INTERIM FEE APPLICATION
OF PATIENT CARE OMBUDSMAN FOR COMPENSATION AND
REIMBURSEMENT OF EXPENSES FOR THE PERIOD FROM
DECEMBER 16, 2025 THROUGH AND INCLUDING JANUARY 31, 2026**

Applicant/Capacity:	Susan N. Goodman/ Patient Care Ombudsman
Time Period:	December 16, 2025 through January 31, 2026
Bankruptcy Petition Date:	November 17, 2025
Date PCO Appointment:	December 16, 2025 [Docket No. 138]
Amount Accrued:	\$16,147.64 (\$15,290.00 fees; \$857.64 expenses)
Amount Requested:	\$16,147.64 (\$15,290.00 fees; \$857.64 expenses)
Amount Previously Requested:	\$13,471.34 (80% of \$15,455.00 fees; \$1,107.34 expenses) for period 12/16/2025 – 2/28/2026 Docket No. 292
Amount in Trust:	\$0.00
Amount Unpaid and Requested:	\$0.00
Expense Detail:	Airfare \$534.28; Car Rental \$246.02; Meals \$61.34; Parking Fees/Tolls \$16.00
Retainer:	None
Hourly Rates:	\$550.00 highest / \$527.24 blended
Hours This Application:	29.0 total/ 27.8 billed

¹ The last four digits of the Debtor’s federal tax identification number are: 7872. The location of the Debtor’s principal place of business and the service address for the Debtor is: 8580 Woodway Drive, Houston, TX 77063.

PRIOR MONTHLY FEE STATEMENTS

Period/Docket #	Requested		Approved		Outstanding	
	Fees	Expenses	Fees (80%)	Expenses (100%)	Fees through Jan 2026	Expenses Through Jan 2026
12/16/2025 – 2/28/2026	\$15,455.00	\$1,107.34	Objection deadline 3/17/2026		\$15,290.00	\$857.64

BILLING PROFESSIONAL SUMMARY
December 16, 2025 through January 31, 2026

Professional	Position	Hours tot/billed	Rate	Billing Total
Susan N. Goodman	Ombudsman	29.0/27.8	\$550.00/hour	\$15,290.00

SUMMARY OF COMPENSATION BY PROJECT CATEGORY
December 16, 2025 through January 31, 2026

Task Description	Hours – Total/Billed	Compensation
General Case Administration	24.1/22.9	\$12,595.00
Half Rate Non-Working Travel	4.9/4.9	\$2,695.00
Fee Related Activities	0.0/0.0	\$0.00

SUMMARY OF EXPENSE CATEGORY
December 16, 2025 through January 31, 2026

Expense Category	Amount
Airfare	\$534.28
Car Rental	\$246.02
Meals	\$61.34
Parking Fees/Tolls	\$16.00
Total	\$857.64

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**IN THE UNITED STATES BANKRUPTCY COURT
FOR THE NORTHERN DISTRICT OF TEXAS
DALLAS DIVISION**

IN RE:

**BUCKINGHAM SENIOR LIVING
COMMUNITY, INC.²**

Debtor.

§
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CASE NO: 25-80595 (MVL)

CHAPTER 11

**FIRST INTERIM FEE APPLICATION OF SUSAN N. GOODMAN FOR
COMPENSATION AND REIMBURSEMENT OF EXPENSES AS PATIENT CARE
OMBUDSMAN FOR PERIOD DECEMBER 16, 2025, THROUGH JANUARY 31, 2026**

IF YOU OBJECT TO THE RELIEF REQUESTED, YOU MUST RESPOND IN WRITING, UNLESS OTHERWISE DIRECTED BY THE COURT, YOU MUST FILE YOUR RESPONSE ELECTRONICALLY AT <https://ecf.txnb.uscourts.gov> NO MORE THAN TWENTY-ONE (21) DAYS AFTER THE DATE OF THIS MOTION WAS FILED. IF YOU DO NOT HAVE ELECTRONIC FILING PRIVILEGES, YOU MUST FILE A WRITTEN OBJECTION THAT IS ACTUALLY RECEIVED BY THE CLERK AND FILED ON THE DOCKET NO MORE THAN TWENTY-ONE (21) DAYS AFTER THE DATE THIS MOTION WAS FILED. OTHERWISE, THE COURT MAY TREAT THE PLEADING AS UNOPPOSED AND GRANT THE RELIEF REQUESTED.

1. Pursuant to sections 105(a), 330, and 331 of title 11 of the United States Code (the “Bankruptcy Code”), Rule 2016 of the Federal Rules of Bankruptcy Procedure (the “Bankruptcy Rules”), Rule 2016-1 of the Bankruptcy Local Rules for the Northern District of Texas, including Appendix F therein (the “Local Bankruptcy Rules”), the Procedures for Complex Cases in the

² The last four digits of the Debtor’s federal tax identification number are: 7872. The location of the Debtor’s principal place of business and the service address for the Debtor is: 8580 Woodway Drive, Houston, TX 77063.

Norther District of Texas (the “Complex Case Procedures”), and the court’s February 4, 2026, *Order (I) Establishing Procedures for Interim Compensation and Reimbursement of Expenses for Retained Professionals and (II) Granting Related Relief* (the “Interim Compensation Order”) [Docket No. 265], Susan N. Goodman, through Pivot Health Law, LLC, Patient Care Ombudsman (“PCO”) for Debtor patients/residents receiving healthcare supported services at the Buckingham Senior Living Community (“The Buckingham”), submits this FIRST INTERIM FEE APPLICATION (the “Application”). The Application seeks (a) compensation in the amount of \$15,290.00 for reasonable and necessary professional services provided on behalf of Debtor’s patients and residents during the period from December 16, 2025, through and including January 31, 2026 (the “Application Period”) and (b) reimbursement in the amount of \$857.64 for the actual and necessary expenses that PCO incurred during the Application Period. Collectively, these amounts total **\$16,147.64** and are referred to as the “Award.”

JURISDICTION AND VENUE

2. The United States Bankruptcy Court for the Norther District of Texas, Dallas Division (the “Court”) has jurisdiction over this matter pursuant to 28 U.S.C. §§ 157 and 1334 and the *Order of Reference of Bankruptcy Cases and Proceedings Nunc Pro Tunc* dated August 3, 1984, entered by the United States District Court for the Northern District of Texas. This matter is a core proceeding within the meaning of 28 U.S.C. § 157(b)(2). Venue is proper pursuant to 28 U.S.C. §§ 1408 and 1409.

3. The statutory and other predicates for the relief requested herein are Bankruptcy Code sections 105(a), 333, 327, 330, and 331; Bankruptcy Rule 2016; Local Rule 2016-1; and the Interim Compensation Order. This Application also substantially complies with the requests for information and additional disclosures as set forth in the *Guidelines for Reviewing Applications for Compensation filed under 11 U.S.C. § 330, Effective as of May 17, 1996* (the “Guidelines”), and Complex Case Procedures.

BACKGROUND

4. On November 17, 2025 (the "Petition Date"), the Debtor filed a voluntary petition

for relief under Chapter 11 of the Bankruptcy Code in the United States Bankruptcy Court for the Northern District of Texas, Dallas Division (the "Court"). The case is administered under Case No. 25-80595.

5. The Debtor continues to operate and manage their business as debtors in possession pursuant to Bankruptcy Code sections 1107(a) and 1108. No trustee or examiner has been appointed.

6. On December 16, 2025, the Court entered its *Order Directing the Appointment of a Patient Care Ombudsmen Under 11 U.S.C. § 333 and Fed. R. Bankr. P. 2007.2* (the "PCO Order") at Docket No. 135.

7. In response, on the same date, the United States Trustee's Office filed its *Notice of Appointment of Susan Goodman Patient Care Ombudsman Under 11 U.S.C. § 333* (the "Appointment Notice") at Docket No. 138.

8. After the filing of the Appointment Notice, Debtor's counsel facilitated PCO's introduction to Debtors' executive leadership responsible for facility operations, who further facilitated introductions to operational leadership specific to the healthcare and assisted living services provided at The Buckingham.

9. PCO promptly engaged and completed an initial site visit and filed an initial report to the Court by January 27, 2026.

10. PCO has remained engaged remotely since the initial site visit and report, balancing the extent of remote monitoring with the rapid case progress.

11. PCO spent a total of 29.0 hours engaged in the PCO role during the Statement Period, billing for 27.8 hours. A total of 24.1 hours of PCO's professional time is properly classified under general case administration. Half-rate non-working travel totaled 4.9 hours, and 0.0 fee hours were spent on fee-related activities.

12. Time associated with the preparation of this Application will be included in PCO's future monthly statement and/or fee applications.

PAYMENT REQUESTED

13. The total sum due to PCO for fees for professional services rendered on behalf of Debtors’ patients/residents is \$15,290.00 and \$857.64 in actual necessary expenses, equaling a Statement Award of **\$16,147.64**. Accumulated expenses by category were:

Expense Category	Total
Airfare	\$534.28
Car Rental	\$246.02
Meals	\$61.34
Parking Fees/Tolls	\$16.00
Total	\$857.64

14. In support of this Application, PCO submits fee summaries and detailed invoices attached herein as Exhibits B and C.

STATEMENT PURSUANT TO U.S. TRUSTEE GUIDELINES

15. PCO responds to the following questions raised in the U.S. Trustee Guidelines:

Question Required by Part C.5 of the U.S. Trustee Guidelines	Answer
Did you agree to any variations from, or alternatives to, your standard or customary billing rates, fees or terms for services pertaining to this engagement that were provided during the application period?	No
If the fees sought in this fee application as compared to the fees budgeted for the time period covered by this fee application are higher by ten percent (10%) or more, did you discuss the reasons for the variation with the client?	N/A
Have any of the professionals included in this fee application varied their hourly rate based on the geographic location of the bankruptcy case?	No
Does the fee application include time or fees related to reviewing or revising time records or preparing, reviewing, or revising invoices?	No
Does this fee application include time or fees for reviewing time records to redact any privileged or other confidential information?	No
If the fee application includes any rate increases since retention: (i) Did your client review and approve those rate increases in advance? (ii) Did your client agree when retaining the law firm to accept all future rate increases? If not, did you inform your client that they need not agree to modified rates or terms in order to have you continue the representation, consistent with ABA Formal Ethics Opinion 11–458?	N/A

BASIS FOR REASONABLENESS OF PAYMENT REQUESTED

16. United States Bankruptcy Code § 330(a)(3)-(4)(A) provides an analytical framework to evaluate the reasonableness of professional fees and expenses. The court considers the nature, extent, and value of the services rendered relative to: (1) the time spent, (2) the rates charged, (3) whether the services were necessary or provided a benefit to the estate, (4) the time spent relative to the complexity and nature of the task addressed, (5) whether the professional demonstrated skill and expertise, (6) whether the professional fee is comparatively reasonable, and (7) whether the fee avoids unnecessary duplication and/or waste. If the professional fee requested fails this analysis, the court may reduce the amount of compensation awarded.

17. The Fifth Circuit has historically adopted a "lodestar" method for determining the reasonableness of compensation under Bankruptcy Code §330. *See In re Lanler*, 807 F.2d 1207, 1211 (5th Cir. 1987) (the primary method used to determine a reasonable fee in bankruptcy is "equal to the number of hours reasonably expended multiplied by the prevailing hourly rate in the community for similar work").

18. PCO provided a vital and necessary service to residents/patients cared for by the Debtors through effective and ongoing interaction and engagement during the Application Period.

19. The \$550.00 hourly rate charged by PCO compares favorably to the hourly rates charged by the other attorney ombudsmen in this case and is consistent with complex case rates. In some instances, PCO's professional rate is below that of non-attorney professionals supporting other case professionals.

20. PCO worked efficiently in the execution of the PCO role. POC has clinical, health care operations, and health law compliance experience that drives efficiencies in the case appointment.

21. PCO has not entered into any agreement prohibited by U.S.C. Title 18 § 155.

22. Accordingly, PCO requests that the court enter an Interim Fee Order approving and allowing full payment of \$15, 290.00 in fees and \$857.64 in actual and necessary expense

reimbursement, collectively totaling **\$16,147.64** (the "Award") requested in this Application for the stated Application Period.

RESERVATION OF RIGHTS

23. This Application includes all the fees and expenses for the Application Period, as well as the required information and supporting detail related thereto, available to PCO at the time of the filing of the Statement. If additional fees, expenses, or required information or supporting detail in connection with this Application Period should subsequently become available, as a result of delays in accounting processing, an inadvertence with respect to time entered into the accounting system, or any other reason, PCO reserves the right to payment of such affected amounts (including the right to seek payment thereof in a manner consistent with the Interim Compensation Order.

NOTICE

24. In accordance with the procedures and definitions set forth in the Interim Compensation Order, notice of this Application will be served by electronic transmission upon the Notice Parties. A copy of this Statement will also be made available on the Debtors' case information website located at: <https://dm.epiq11.com/case/buckingham/dockets>. If necessary, a notice of the hearing on this Application will be served upon all parties entitled to notice pursuant to Bankruptcy Rule 2002 and all parties who requested notice of pleadings in this case. Based on the foregoing, PCO submits that no other or further notice is required.

WHEREFORE, PCO respectfully requests that the Court enter the Proposed Order, substantially in the form attached hereto as Exhibit D, (a) approving the Application; (b) awarding PCO interim compensation/fees for professional services rendered on behalf of Debtor patients/residents during the Application Period in the amount of \$15,290.00; (c) awarding PCO reimbursement of actual and necessary expenses in the amount of \$857.64; (d) authorizing payment of such sums to PCO; and (e) granting such other and further relief as the Court may deem just and proper.

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DATED: March 17, 2026.

By: /s/Susan N. Goodman (TX Bar 24117585)

PIVOT HEALTH LAW, LLC
P.O. Box 69734 | Oro Valley, Arizona 85737
Ph: (520) 744-7061 | Fx: (520) 575-4075
sgoodman@pivotohealthaz.com
Patient Care Ombudsman

**EXHIBIT A
CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing pleading was served upon the parties via the Court's CM/ECF system on all counsel of record registered in this Chapter 11 case through CM/ECF on this 17th day of March 2026 with a copy sent by email to the following Notice Parties:

<p>Buckingham Senior Living Community, Inc. 8580 Woodway Drive Houston, Texas 77063 Attn: Michael Wyse mwyse@thewysegrp.com <i>Debtor</i></p>	<p>McDermott Will & Schulte LLP 2801 N. Harwood Street, Ste 2600 Dallas, TX 75201 Attn: Marcus Helt mhelt@mwe.com <i>Attorneys for Debtor</i></p>
<p>McDermott Will & Schulte LLP One Vanderbilt Ave New York, NY 10017 Attn: Darren Azman, Natalie Rowles dazman@mwe.com nrowles@mwe.com <i>Attorneys for Debtor</i></p>	<p>McDermott Will & Schulte LLP 1180 Peachtree St NE, Ste 3350 Atlanta, GA 30309 Attn: Daniel M. Simon dsimon@mwe.com <i>Attorneys for Debtor</i></p>
<p>Mintz Levin Cohn Ferris Glovsky & Popeo PC One Financial Center Boston, MA 02111 Attn: Daniel Bleck, Eric Blythe dsbleck@mintz.com erblythe@mintz.com <i>Attorneys for DIP Lenders</i></p>	<p>Greenberg Traurig 1000 Louisiana Street, Ste 6700 Houston, TX 77002 Attn: Shari Heyen shari.heyen@gtlaw.com <i>Attorneys for Unsecured Creditors Committee</i></p>
<p>Office of the United States Trustee Region 6 1100 Commerce Street, Room 976 Dallas, TX 75242 Attn: Meredyth Kippes Meredyth.kippes@usdoj.gov <i>Attorneys for Office of the UST</i></p>	

/s/Susan N. Goodman (TX Bar 24117585)



EXHIBIT B
Fee Statement Summary

Case Name: Buckingham Senior Living Community, Inc.
Case No: 25-80595 ND TX DAL
12/16/2025 - 01/31/2026

Cumulative Totals to Date				
FEES BILLED	COSTS BILLED	HOLDBACK	FEES PAID	COSTS PAID
\$15,290.00	\$857.64	\$3,058.00	\$0.00	\$0.00

Date:	17-Mar-26	Objection Deadline:	7-Apr-26
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MO/YR	PROFESSIONAL	RATE/HR	HOURS BILLED	TOTAL	HOLDBACK	AMT DUE
Dec-25	SUSAN N. GOODMAN	\$550.00	1.5	\$825.00	\$165.00	\$660.00
Jan-26	SUSAN N. GOODMAN	\$550.00	26.3	\$14,465.00	\$2,893.00	\$11,572.00
	TOTAL FEES			\$15,290.00	\$3,058.00	\$12,232.00
	TOTAL COSTS			\$857.64	N/A	\$857.64
	AMOUNT DUE			\$16,147.64		\$13,089.64



Pivot Health Law, LLC

P.O. Box 69734
Oro Valley, AZ 85737

Invoice

Exhibit C - Itemized Invoice

Invoice #: 1361
Invoice Date: 3/2/2026

Period: Dec. 16, 2025 - Jan 31, 2026

Bill To:

Buckingham Senior Living Community, Inc.
ND TX DAL - 25-80595
File # 434121

Date	Description	Hours/Qty	Rate	Amount
12/18/2025	Prepare and file NOA (.1); EML exchgs Debtor team re atty contact and reaching out t ED (.3); EML ED (.1)	0.5	550.00	275.00
12/19/2025	Intro call with ED (.6)	0.6	550.00	330.00
12/22/2025	EML f/u ED asking for Healthcare Introductions (.1)	0.1	550.00	55.00
12/31/2025	EML exchgs fr ED intro Admin/AL Dir; reintro call AL Dir; draft/share 2015.1 posting (.3)	0.3	550.00	165.00
	Subtotal December 2025 Time			825.00
1/1/2026	Draft, finalize, file 2015.1 pleading; EML exchg admin (.2)	0.2	550.00	110.00
1/2/2026	Intro call with Admin re role, SV (.7)	0.7	550.00	385.00
1/4/2026	Finalize 2015.1 posting in lieu personal resident service (.1)	0.1	550.00	55.00
1/7/2026	1/2 NWT initial site visit - DEN to HOU (4.0/2 = 2.0)	2	550.00	1,100.00
1/8/2026	SV #1 1/2 NWT fr free accommodations to site (.7/2 = .3); initial SV - leadership, facilities, Skilled, Assisted, Memory Assisted, Dining (7.2); follow up call Debtor counsel re facilities charge cap potential issues (.2); 1/2 NWT to accommodations (.8/2 = .4)	8.1	550.00	4,455.00
1/9/2026	1/2 NWT back TUS (5.0/2 = 2.5); debrief call HC Director re SV observations (.2); EML exchg facilities clarifying credit card cap implications on residents (.1);	2.8	550.00	1,540.00
1/12/2026	Review and analyze sv notes and begin report drafting (2.0); follow up call Debtor counsel re potential impacts facility team (.2)	2.2	550.00	1,210.00
1/13/2026	Follow up call and EML re facilities re call Debtor counsel and ask for steamer repair update (.1);	0.1	550.00	55.00

Total

Payments/Credits

Balance Due



Pivot Health Law, LLC

P.O. Box 69734
Oro Valley, AZ 85737

Invoice

Invoice #: 1361
Invoice Date: 3/2/2026

Period: Dec. 16, 2025 - Jan 31, 2026

Bill To:

Buckingham Senior Living Community, Inc.
ND TX DAL - 25-80595
File # 434121

Date	Description	Hours/Qty	Rate	Amount
1/14/2026	Follow up call ED re SV findings and distinction current health and future anticipated health care concerns	0.1	550.00	55.00
1/15/2026	Review and analyze DE 204 and 208 w/ follow up EML ED re benovalent numbers (.4); EML exchanges with LTC PCO leadership re appointment and BK (.2);	0.6	550.00	330.00
1/23/2026	review and analyze SV notes and begin initial report drafting (3.1)	3.1	550.00	1,705.00
1/25/2026	review and analyze QAPI data (.4); continue drafting initial report (2.1)	2.5	550.00	1,375.00
1/26/2026	EML leaders re setting up accuracy review process w/ call HC and attempted AL (.3); Review DE 242 & 243 for case pacing (.2);	1.8	550.00	990.00
1/27/2026	Additional report drafting/edits (1.3) and (.8 NC) Review Hrg Agenda and W&E (.1); Review session report with leadership to review factual accuracy, corrections, file, EML leadership (.5)	0.6	550.00	330.00
1/28/2026	Appear and attend sale hearing virtually (1.2)	1.2	550.00	660.00
1/29/2026	Review and respond to Bloomberg press inquiry (decline)(.1); TPC w/ SIL re question about report (total .5; related to role .1)	0.2	550.00	110.00
	Subtotal January 2026 Time			14,465.00
	Total Professional Fees - Dec 2025 to Jan 2026			15,290.00
12/27/2025	Buckingham 2 SV1 - AIRFARE (split w/ another visit)		60.70	60.70
12/27/2025	Buckingham 2 SV1 - AIRFARE (return B7BG6Z)		473.48	473.48

Total

Payments/Credits

Balance Due



Pivot Health Law, LLC

P.O. Box 69734
Oro Valley, AZ 85737

Invoice

Invoice #: 1361
Invoice Date: 3/2/2026

Period: Dec. 16, 2025 - Jan 31, 2026

Bill To:

Buckingham Senior Living Community, Inc.
ND TX DAL - 25-80595
File # 434121

Date	Description	Hours/Qty	Rate	Amount
1/8/2026	Buckingham 2 - MEALS (Torchy's)		35.15	35.15
1/9/2026	Buckingham 2 - SV1 - AIRFARE (ticket tax for flight change)		0.10	0.10
1/9/2026	Buckingham 2 - CAR RENTAL (SV1)		246.02	246.02
1/9/2026	Buckingham 2 - SV1 PARKING FEES/TOLLS (PHX)		16.00	16.00
1/9/2026	Buckingham 2 SV1 - MEALS (Taco Deli)		15.82	15.82
1/9/2026	Buckingham 2 SV1 - MEALS (Amy's)		10.37	10.37
	Total Reimbursable Expenses			\$857.64
Total				\$16,147.64
Payments/Credits				\$0.00
Balance Due				\$16,147.64

Exhibit D - Proposed Form Order

IN THE UNITED STATES BANKRUPTCY COURT
FOR THE NORTHERN DISTRICT OF TEXAS
DALLAS DIVISION

IN RE:

BUCKINGHAM SENIOR LIVING
COMMUNITY, INC.¹

Debtor.

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§

CASE NO: 25-80595 (MVL)

CHAPTER 11

ORDER APPROVING FIRST INTERIM FEE APPLICATION OF
SUSAN N. GOODMAN FOR COMPENSATION AND REIMBURSEMENT OF
EXPENSES AS PATIENT CARE OMBUDSMAN FOR
PERIOD DECEMBER 16, 2025, THROUGH JANUARY 31, 2026
(Related Docket No. ____)

Upon consideration of the *First Interim Fee Application of Susan N. Goodman for Compensation and Reimbursement of Expenses as Patient Care Ombudsman for Period December 16, 2025, through January 31, 2026* (the “Application”) for professional services rendered in the above-captioned chapter 11 case during the period from December 16, 2025 through and including January 31, 2026 (the “Application Period”), it is hereby

¹ The last four digits of the Debtor’s federal tax identification number are: 7872. The location of the Debtor’s principal place of business and the service address for the Debtor is: 8580 Woodway Drive, Houston, TX 77063.

ORDERED, ADJUDGED, AND DECREED AS FOLLOWS:

1. The Application is APPROVED.
2. PCO is granted interim allowance of fees in the amount of \$15,290.00 for the Application Period.
3. PCO is granted interim allowance of reimbursement for actual and necessary expenses incurred in the amount of \$857.64 for the Application Period.
4. The Debtor is authorized and directed to remit payment to PCO, through Pivot Health Law, LLC, of such allowed compensation and expense reimbursement amounts, reducing the payment for any amounts previously paid on account of such fees and expenses.
5. This Court retains exclusive jurisdiction with respect to all matters arising from or related to the implementation, interpretation, and/or enforcement of this order.

###END OF ORDER###

SUBMITTED BY:

By: /s/ Susan N. Goodman, RN JD
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P.O. Box 69734
Oro Valley, AZ 85737
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Patient Care Ombudsman