



Client Reviews

"This was our first time using house sitters so it was all new to us. Charles and Mary Ann were on time for our initial meeting which was a very good first impression. Our little dog took to them right away which meant a lot. They gave me daily updates which gave me peace of mind while being away. Our dog was well taken care of and I don't think she even missed us lol.

Everything was in good order when we arrived home. The flower beds, yard and garden were well looked after and the house was clean and tidy which is so nice to come home to. Charles and Mary Ann are people you feel as if you have known all your life and can trust. I would highly recommend them to anyone interested in getting a house sitter. We would have them sit for us again."

Annette & Brian, Seaforth, Ontario

"C J and his wife were fantastic. If I could I'd give them 6 stars. They sent daily updates, and pictures of the dogs and even made a run to the vet to pick up medications after they informed us Stanley needed more meds during their 2-week stay. Daily walks and brushings were carried out. They came an extra day before, on our request, so we could get to know them. When they left 2 weeks later, we felt like old friends were leaving. I highly recommend them as your next house sitters."

Liza & Tom - St. Catharines, Ontario

"The sit started with Charles & Mary Ann being punctual to the minute! Zoe instantly took a liking to the new friends and on my return still wanted to be tickled and patted. The house was immaculate on my return with all the laundry done. Small maintenance/repairs were even done around the house!!! I will always welcome Mary Ann and Charles back to look after Zoe and House Sit and would highly recommend them."

Jeff - Markham, Ontario

~ Safe Haven Sitters



“C J and Mary Ann had a very successful second house and pet sit at our home in St Catharines, Ontario. Last time they were here, we had an older dog, Stanley, who had several medical concerns, including being blind, and another dog who is 6 years old and healthy. They took special care with Stanley to ensure his safety and well-being.

In April we had to put Stanley down and now we have a new puppy-Tucker who was only 10 weeks old when we left for vacation. Needless to say, he is a handful but for this second house sit C J and Mary Ann did a super job of keeping him on routine and following through with the practice of basic skills throughout our absence. Upon our return, it was evident that they had worked with him daily to keep up his training.

Several neighbours said they observed the dogs being walked very frequently and even more than once a day. The house was very well kept and clean upon arrival home. The dogs seem to truly care for and trust C J and Mary Ann.

I would recommend C J and Mary Ann for future house and pet sits with anyone.”

Liza & Tom - St. Catharines, Ontario

“I am thrilled with the opportunity to have had C J and Mary Ann sit for me the past week. They were fantastic with the dogs and left my place in better repair than I'd been able to leave it. Seriously, a few "to do" items that I hadn't yet been able to complete were joyfully completed by C J which was a huge help to me and completely unexpected. My home was spotless when I arrived back and my beloved pets were healthy and very happy. My experience was outstanding! I couldn't be happier with the outcome and hope to be able to book them again. If I could give more stars I would.”

Janet - The Beaches, Toronto, Ontario

“I could not have had better housesitters!! CJ and Mary Ann were lovely. The pets were happy, the house was spotless on our return. I would highly recommend them to anyone looking for wonderful housesitters!”

Martina - Caledon, Ontario

“C J & Mary Ann were awesome with Twig, Maya and our home! They are very easy to work with and the dogs loved them.

Thank you both for taking such awesome care of Twig & and Maya and for the clean house when we got home. With your busy schedules, we hope it works to have you help out again.”

Craig & Jordan - Mississauga, Ontario

~ Safe Haven Sitters



“What a pleasure it was to have CJ and Mary Ann at my home while I took a mini-getaway for a few days. Their welcoming, friendly personalities made every communication a delight, and my cat even shared a snuggle! I appreciated their photo updates as much as my peaceful return to a tidy, warm home after my time away.

These two people deserve every point of their 5-star review, and I won't hesitate to welcome them back again in the future. Thank you both so much for being here for me, and best wishes in your travels!”

Elaine - Norwich, Ontario

“Through House Sit Mexico, I was delighted to receive the offer of a wonderful couple to look after my house and 2 cats in Ajijic, Mexico: Mary Ann McCarroll and her husband CJ.

With care and love they befriended my pets, cared for my house, befriended the neighbours and became part of the community.

CJ fixed what needed repair, my car was in their able hands and returned clean and ready for my use.

I would at any time re-invite them back to live in my house to look after my beloved pets and property.”

Ute - Ajijic, Mexico

“CJ and his wife, Mary Ann stayed with out three dogs for close to three weeks and were absolutely terrific with our dogs. The dogs are on daily medications and they took great care in giving them their meds. They sent us daily updates about how they were doing and often sent photos as well. In addition, they took great care of our home which was immaculate when we returned. We would welcome them back into our home at any time and would highly recommend them as wonderful dog sitters.”

Vicky & Barry - Toronto, Ontario

“Mary Ann and CJ go out of their way to make sure they know the details of the house sit.

The animals were comfortable with them quickly. When I came home, my house was very clean and my animals relaxed and content.”

Lorna - San Miguel, Mexico

“Well organized and experienced you guys allowed me to go in total confidence. Thanks.”

Pierre, Quebec, Canada

~ Safe Haven Sitters



“Charles and Mary Ann were wonderful housesitters. Not only was the house immaculate when I got back, but they had done several projects around the house that I could now cross off my list of things to do. The neighbours were enthused about how friendly they were. Not difficult at all to give them 5 stars!”

Vivian - Ottawa, Canada

“CJ and Mary Ann took fantastic care of our home and our pets. Not only did we come home to a clean house but also a happy little zoo including two tired-out pups. We were only away a short time but they still kept us well updated on what was going on and sent some photos of the pets. They were also very personable and easy to chat with as well. We would recommend them to anyone for a house sit.”

Shannon - Burlington, Ontario

“This was our first-time experience and we are so thankful for CJ and Mary Ann's support. Their care for our pups and our house was excellent; you know it went well when upon our return our pups greeted us and while they seemed happy to see us, when CJ and Mary Ann came into the room, they went ecstatic to see them. They kept us in the loop, with regular updates, photos and even video updates.

They were also good at clarifying things they were unsure of, including where the pups could go outside of the normal routines.

One thing we provided them, as well as our Vet, was a co-signed authorization form for emergency medical care. This isn't something in the companion book, but would be worth including and providing to anyone seeking care for their animals. As we were out of the country, we didn't want to delay their ability to seek medical treatment for our boys.

We'd absolutely ask them to come again. Thanks for being such good caregivers to our precious pups.”

Sarah & Dave - Burlington, Ontario

“This was the 2nd time that CJ and Mary Ann took care of my house while I was away and I'm just as happy this time as the first.

This was my longest trip ever away from home, and I knew that they would get in touch about anything that came up, like forwarding new credit cards to me, for example.

I would not have been able to plan such a long time away without the peace of mind that comes with knowing that you have left your home in reliable hands.”

Vivian - Ottawa, Canada

~ Safe Haven Sitters



“Mary Ann & CJ were wonderful house sitters. They cared for our 2 foster puppies and their Mom. You can tell immediately that they love animals. Of course, the dogs know this! Everything was clean and all the instructions for the house sit were followed perfectly. We would welcome them back at any time.”

Barb & Boyd - Jalisco, Mexico

“CJ and Mary Ann are incredibly professional house/ pet sitters. They are committed to there bookings and will not disappoint you. We returned to a spotless clean home and 2 very happy contented dogs. We have already booked them for 2 more sits in 2023. If you need a sitter in the Lake Chapala area you have to book them soon as they are in high demand.”

Beverly & Don, San Nicolas de IBarra, Mexico

“Mary Ann & CJ took great care of Xena & Luna. They sent me pictures and noticed that Luna was not eating; they enticed her to eat by putting treats in her food. They left my apartment spotless! I would highly recommend Mary Ann and CJ to take care of your babies next time you go on vacation.”

Gabriela - Guadalajara, Mexico

“We highly recommend Mary Ann and CJ for your house and pet sitting needs. They were wonderful with our cat and dog as they have experience with many kinds of animals. Since they live in Mexico, it was nice that we could meet them early on to let them meet the animals and ask questions. They are thorough in their preparation. They took excellent care of our home and communicated with us with pictures of our animals even during our short trip.”

Mark & Shawnea - Ajijic, Mexico

“Mary Ann and Charles did a last-minute 5-day pet sit for us when they had a cancellation. We live in a small Mexican village, so it was important that our pet-sitters were comfortable and flexible with being in a different culture.

It was obvious that they were experienced in caring for homes and pets based on their questions and communication before and while we were gone. When there was an issue with our cat not returning to the house, due to no fault of their own, Mary Ann kept in close contact until the cat was again inside.

Our cat and dog were at ease when we returned and all of our plants were doing well. We appreciated that our pets were well cared for and the house was orderly. We would use Mary Ann and Charles as pet-sitters again.”

Tamara & Steve - San Nicolas de IBarra, Mexico

~ Safe Haven Sitters



“Absolutely no complaints! I had a three-page list of instructions for them, and they followed them perfectly. The house looked better than when I left it and I had tried to keep it very organized and clean before they came.

They were very flexible when I realized I was coming home 3 days later than scheduled because I did not get my return information in my calendar correct.

They sent pictures of Bruno, who looked absolutely in love with the wife of the couple. They also sent me a picture of him sitting with the husband and he looked really cute and happy. They bonded very well with my dog.

They had a lot of insight into what questions to ask after I had left. This is also very much appreciated. My last house sitter free-fed my dog, who gained a lot of weight in the 3 days that I was gone. He only weighs 7 lb, so I was very upset and it took a while to get him back to his normal weight. (These were not HSM house sitters but someone else.) Thankfully Bruno did not gain any weight, they must have followed my instructions about how much to feed him.

Also, I had a serious ant problem when I left, everywhere. I haven't seen one since I've been home for the last 2 days, and that was great. They are a very polite, intelligent and sweet couple, and I can't wait for them to sit for me again.”

Brenda - Chapala, Mexico

“Mary Ann & CJ took wonderful care of our two Scottish Terriers and our home for a week, while we went to the beach. We highly recommend them for all your house and pet-sitting needs. They are delightful people who are in constant communication with you and take incredible care to ensure your peace of mind while you are away.”

Chrisan & Colleen - Ajijic, Mexico

“A very charming couple who took excellent care of my home and dog. Yes, I would have Mary Ann & CJ sit again.”

Gloria - Tlachichilco, Mexico

“Mary Ann and her husband are great house sitters. They took care of my dogs while I was on a trip. They are highly recommended!”

Karin - Puerto Morelos, Mexico

~ Safe Haven Sitters



“Mary Ann and Charles are fantastic house and pet sitters. Reliable, responsible, dog whisperers! I have a couple of shy rescue dogs in medium to large sizes.

Usually, they require a few meet and greets before feeling ok with strangers. Mary Ann and Charlie came over and within minutes my ‘loud barks I don’t know you get away from me’ were wagging their tails and letting Charlie scratch them behind the ears.

They always think it is vacation time when Mary Ann and Charlie come because they get two walks a day! On top of that, I come home and our house is spic and span.

I can’t say enough good things about them. They are my go-to sitters if I’m lucky enough to find them available. They are often booked well in advance. Book them for your next trip. I highly recommend them.”

Kay - San Juan Cosala, Mexico

“I would highly recommended Mary Ann and CJ. They took very good care of our dog, Rocky. He has anxiety issues and fell in love with them, as soon as they walked in. Our home was kept very clean, and he was taken care of in every way. We received pictures and updates along the way. I would highly suggest them as a housesitting/dog service.”

Robin & Rocky - Playa Del Carmen, Mexico

“I really want to give a shout-out to Mary Ann and CJ for looking after my fur babies, 3 cats and one dog. The pets were all well cared for and happy and I was gone for 7 weeks. And the biggest thank you is for helping to organize my cluttered home, and I do mean cluttered. They washed and cleaned everything, the fridge, under the sink, the whole house. Everything was perfect. They were easy to talk to, followed my directions about my pets and everything was fantastic. Amazing pet sitters.”

Denise - Playa Del Carmen, Mexico

“Thank you so much for leaving our house so beautiful. Please use us as a reference. If you're back in La Paz, we would love to have you over for dinner. Ruby looks so calm and happy.”

Jill & Derek - La Paz

~ Safe Haven Sitters



“CJ and Mary Ann exceeded our expectations in every possible way. From the first day we contacted them their responses were prompt and courteous. While we were gone they sent photos of Cecilia and were not afraid to ask additional questions about her usual activities and temperament.

Unfortunately, we had a few minor repairs that needed to be done while CJ and Mary Ann were at our place (no fault of theirs). They were kind enough to coordinate with the repair man and kept me up to date on the progress.

When we arrived home, the house was clean and more tidy than when we left. My plants have never looked better! Cecilia also looked happy, healthy and relaxed. She even looked for them in the bedroom they stayed in the day after they had gone.

Needless to say, I highly recommend CJ and Mary Ann and will happily use them again for future travels.”

Jen & John - Puerto Morelos, Mexico

“Mary Ann and CJ were awesome. I think our house was in better shape when we returned than when we left. Mary Ann was very easy to reach and communication was a breeze. We were sent updated pictures on a regular basis. My dogs are obviously very fond of them.

We would definitely recommend this couple to take care of your life as they did for us while you are away.”

Darla & Larry - Ajijic, Mexico

“We recently needed to travel to the US and needed to find help with our two Dane girls. It was our first time trying to find this kind of help and with the size of the girls, needed someone who would be comfortable with their size.

We did some research and reached out to Mary Ann and CJ to see if they were interested and available for our dates. They came ahead of the stay to meet the girls and even our less social girl warmed up to both quickly. Throughout our trip, we got messages and pictures, and everything seemed very laid back for everyone.

On our return, the girls were just as we left them, happy, healthy and full of love. Thank you Mary Ann and CJ for taking such good care of our perros. “

Susan and Joe, Ixtlahuacan, Mexico

~ Safe Haven Sitters